

MultiPASS C3500

USER MANUAL

Canon

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Canon Computer Systems, Inc. has reviewed this manual thoroughly in order to make it an easy to use guide for your Canon MultiPASS C3500 system. All statements, technical information, and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representations or warranties concerning the products described.

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USERS IN U.S.A.

PRE-INSTALLATION REQUIREMENTS FOR CANON FACSIMILE EQUIPMENT

A. Location

Supply a suitable table, cabinet, or desk. See Appendix A for the unit's dimensions and weight.

B. Order Information

1. Only a single line, touch-tone or rotary telephone set is to be used.
2. Order an RJ11-C modular jack (USOC code), which should be installed by the phone company. If the RJ11-C jack is not present, installation cannot occur.
3. Order a normal business line from your telephone company's business representative. The line should be a regular voice grade line or equivalent. Use one line per unit.

DDD (DIRECT DISTANCE DIAL) LINE

or

IDDD (INTERNATIONAL DIRECT DISTANCE DIAL) LINE IF YOU COMMUNICATE OVERSEAS



Note

Canon recommends an individual line following industry standards [e.g., the 2500 (touch-tone) or 500 (rotary/pulse dial) telephones]. A dedicated extension off a PBX unit without "Call Waiting" can be used with your MultiPASS C3500. Key telephone systems are not recommended because they send non-standard signals to individual telephones for ringing and special codes, which may cause a fax error.

C. Power Requirements

This equipment should be connected to a standard 120 volt AC, three-wire grounded outlet only. Do not connect this unit to an outlet or power line shared with other appliances that cause "electrical noise." Air conditioners, electric typewriters, copiers, and machines of this sort generate noise which often interferes with communications equipment and the sending and receiving of documents.

CONNECTION OF THE EQUIPMENT

This equipment complies with Part 68 of the FCC rules. On the rear panel of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be given to the telephone company. This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

IN CASE OF EQUIPMENT MALFUNCTION

Should any malfunction occur which cannot be corrected by the procedures described in this *User's Manual*, disconnect the equipment from the telephone line or unplug the power cord. The telephone line should not be reconnected or the power cord plugged in until the problem is completely resolved. Users should contact Canon Authorized Service Facilities for servicing of equipment. Information regarding Authorized Service Facility locations can be obtained by calling the Canon Computer Systems Customer Care Center. (See page 1-4 for details.)

RIGHTS OF THE TELEPHONE COMPANY

Should the equipment cause harm to the telephone network, the telephone company may temporarily disconnect service. The telephone company also retains the right to make changes in facilities and services which may affect the operation of this equipment. When such changes are necessary, the telephone company is required to give adequate prior notice to the user.

WARNING

Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed, and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual.

To automatically enter this information into your MultiPASS C3500, follow the instructions in your *Quick Start Guide*.

USERS IN CANADA

PRE-INSTALLATION REQUIREMENTS FOR CANON FACSIMILE EQUIPMENT

A. Location

Supply a suitable table, cabinet, or desk. See Appendix A for the unit's dimensions and weight.

B. Order Information

1. Provide only a single-line to touch-tone or rotary telephone set terminated with a standard 4-pin modular phone plug. (Touch-tone is recommended if available in your area.)
2. Order an RJ11-C modular jack (USOC code), which should be installed by the phone company. If the RJ11-C jack is not present, installation cannot occur.
3. Order a normal business line from your telephone company's business representative. The line should be a regular voice grade line or equivalent. Use one line per unit.

DDD (DIRECT DISTANCE DIAL) LINE

or

IDDD (INTERNATIONAL DIRECT DISTANCE DIAL) LINE IF YOU COMMUNICATE OVERSEAS



Canon recommends an individual line following industry standards [e.g., the 2500 (touch-tone) or 500 (rotary/pulse dial) telephones]. A dedicated extension off a PBX unit without "Camp On" signals is also permissible with your MultiPASS C3500. Key telephone systems are not recommended because they send non-standard signals to individual telephones for ringing and special codes, which may cause a fax error.

C. Power Requirements

The power outlet should be a three-prong grounded receptacle (Single or Duplex). It should be independent from copiers, heaters, air conditioners, or any electric equipment that is thermostatically controlled. The rated value is 120 volts and 15 amperes. The RJ11-C modular jack should be relatively close to the power outlet to facilitate installation.

NOTICE

The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

CANON CANADA INC.
1-800-263-1121
24 HOURS A DAY, 7 DAYS A WEEK

Using Your Documentation

The following documentation is supplied with the MultiPASS C3500 to help you use your new Canon multi-talented color printer.

Quick Start Guide

This booklet describes how you unpack, set up, and start using your MultiPASS C3500. It includes how to install the software that comes with the MultiPASS C3500, including the MultiPASS Desktop Manager for Windows®, ScanGear for MultiPASS, and the MultiPASS Printer Driver. This software enables you to use all the features of the MultiPASS C3500—color printing, PC faxing, and scanning.

User's Manual

This manual offers detailed information on how to operate your MultiPASS C3500. It includes how to use the MultiPASS C3500 as a monochrome or color printer, stand-alone plain paper fax, PC fax, scanner, and copier. It also includes maintenance, troubleshooting, and specifications.

Conventions

This *User's Manual* uses the following conventions to alert you to information that will help you operate the MultiPASS C3500 correctly and safely.



Notes provide advice or suggestions regarding the use of the MultiPASS C3500.



Cautions alert you to operations that could cause damage to your hardware or software, or cause injury to yourself.

Distinctive typefaces identify the buttons you press, the lights on the operator panel, and any commands you enter at your computer.

- The buttons you press appear in this typeface: **START/COPY**.
- The names of lights you see appear in this typeface: **ALARM**.
- What you see in the LCD display appears in this typeface:
REGISTRATION.
- When you type something on your computer, it appears in this typeface: **DIR/P**.

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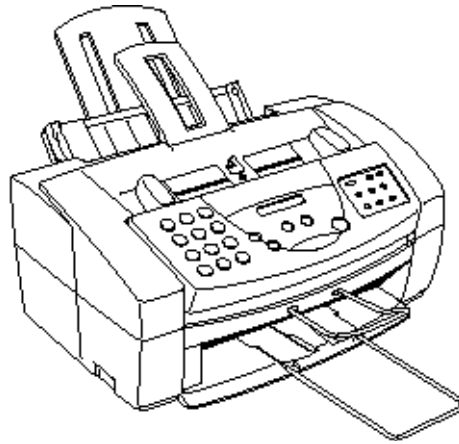
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Thank you for purchasing the Canon MultiPASS C3500—the multi-talented color printer for your home office and the whole family. We are sure that your MultiPASS C3500 will provide all you need in one machine: Color Bubble Jet printer, color scanner, color copier, plain paper fax, and PC fax.



This chapter introduces you to the MultiPASS C3500. It includes:

- Supplies and accessories
- Getting help from Canon
- Important safety instructions
- Examining the main components of the unit
- Using the operator panel
- Loading paper in the sheet feeder
- Preparing documents for faxing, copying, or scanning
- Identifying your documents
- Copying documents

Supplies and Accessories

Your MultiPASS C3500 supports excellent and unique print media options that will allow you to produce dazzling, professional, and fun presentations. All of these print media are specially designed and manufactured to work with your Canon MultiPASS C3500 so you can produce the finest output possible.



Canon has an extensive dealer network equipped to offer you supplies as you need them. To find a dealer near you, call the Canon Referral Service at **1-800-848-4123**.

If supplies are not available from your local dealer, you can order directly from Canon by calling **1-800-385-2155**.

BJ Cartridges and BJ Tanks

Your MultiPASS C3500 comes with:

- One BC-21e Color BJ® Cartridge
- One SB-21 Ink Cartridge Storage Box
- One extra BCI-21 Black BJ Tank

You can also purchase the following BJ cartridges for use with the MultiPASS C3500:

- BC-20 Black BJ Cartridge
- BC-22e Photo BJ Cartridge
- BC-29F Neon BJ Cartridge

You can purchase the following BJ tanks for use in the BC-21e Color BJ Cartridge:

- BCI-21 Black BJ Tank (one extra BJ tank comes with the printer)
- BCI-21 Color BJ Tank



Note

BJ cartridges contain the Bubble Jet print head and ink, while BJ tanks contain ink only. Some BJ cartridges, like the BC-21e Color BJ Cartridge, contain replaceable BJ tanks; when you run out of ink, you can replace the empty tank. Some BJ cartridges, like the BC-20 Black BJ Cartridge, contain both the print head and ink; when you run out of ink, you replace the entire BJ cartridge. See Chapter 9, *Maintaining the MultiPASS C3500*, for details on replacing BJ cartridges and BJ tanks.



Note

Canon has more engineers dedicated to creating quality ink for providing the best results for output on Bubble Jet products than any other organization. Canon does not prohibit the use of third-party inks and the use of third-party inks does not invalidate the product's limited warranty. However, Canon cannot guarantee the quality or performance of your MultiPASS C3500 when you are using inks from other suppliers.

Canon's limited warranty does not cover damage caused to Canon's Bubble Jet products that is attributable to the use of third party parts or supplies, including inks. The limited warranty remains in effect for its life once that particular damage has been properly repaired.

For optimum printing results, Canon recommends that you use only Canon ink cartridges.

Canon Specialty Papers

Canon manufactures numerous specialty papers, including:

- Glossy Photo Paper GP-201
- Banner Paper
- Brilliant White Paper
- High Resolution Paper HR-101
- T-Shirt Transfers TR-101
- Greeting Cards GC-101
- Bubble Jet Paper LC-301 (water resistant)
- Fabric Sheet FS-101
- Transparencies CF-102
- Back Print Film BF-102
- High Gloss Film HG-101

See Chapter 2, *Printing With the MultiPASS C3500*, for details on Canon's Specialty Papers.

You can also purchase the optional Canon BC-22e Photo Kit, which includes everything you need to produce photo-realistic images:

- BC-22e Photo BJ Cartridge
- SB-21 Ink Cartridge Storage Box
- Canon High Resolution Paper HR-101 (60 sheets)

Getting Help From Canon

Canon Computer Systems, Inc. offers a full range of customer technical support* options including:

- 24-hour, 7-day-a-week, toll-free automated support for troubleshooting issues on most current products (**1-800-423-2366**)
- Speak to a technician free of service charge (currently Monday–Friday, 8:00 A.M.–10:00 P.M. EST, excluding holidays) for products still under warranty** (**1-757-413-2848**)
- Speak to a technician for a service charge (currently \$24.99 per call) during holidays and days/hours not listed above regarding urgent product questions or for products no longer under warranty (**1-800-423-2366**)

Or for a charge of \$2.50 per minute, to a maximum of \$25.00 per call (**1-900-246-1200**)
- E-mail support via the Canon Computer Systems, Inc. Web site (**www.ccsi.canon.com**)
- 24-hour, toll-free Fax Retrieval System (**1-800-526-4345**)
- To download the latest drivers using your modem, 24-hour Bulletin Board Service (**1-757-420-2000**)

*Support program specifics subject to change without notice.

**Refer to individual product information for warranty details.



Canon Canada

Within Canada, 24 hours a day, 7 days a week (**1-800-263-1121**)

In other countries, please contact your Canon dealer.

Servicing the MultiPASS C3500

The Canon MultiPASS C3500 is designed with the latest technology to provide trouble-free operation. The warranty card that comes with your MultiPASS describes Canon's limited warranty. Be sure to read the warranty information to find out about the different service options available to you.



Note

Save your sales receipt for proof of purchase. In the event that your printer needs service, you will need your proof of purchase to obtain warranty service.

Be sure to fill out the Registration card and send it in. This will help Canon give you better support service.

If you seem to have a problem, try to solve it by referring to the troubleshooting information in Chapter 10. If you cannot solve the problem, contact the Canon Computer Systems Customer Care Center (see previous page for details).

If you feel your MultiPASS needs servicing, contact Canon on the World Wide Web to locate the Canon Authorized Service Facility (ASF) nearest you. If you do not have access to the Web, you can call Canon (see previous page for details).

Important Safety Instructions

Read these safety instructions and refer to them later if you have any questions.



Caution

Except as explained in this manual, do not attempt to service the MultiPASS C3500 yourself. Opening and removing interior covers may expose you to dangerous voltage points or other risks. Refer all servicing to a Canon Authorized Service Facility (ASF). Call the Customer Care Center for details.

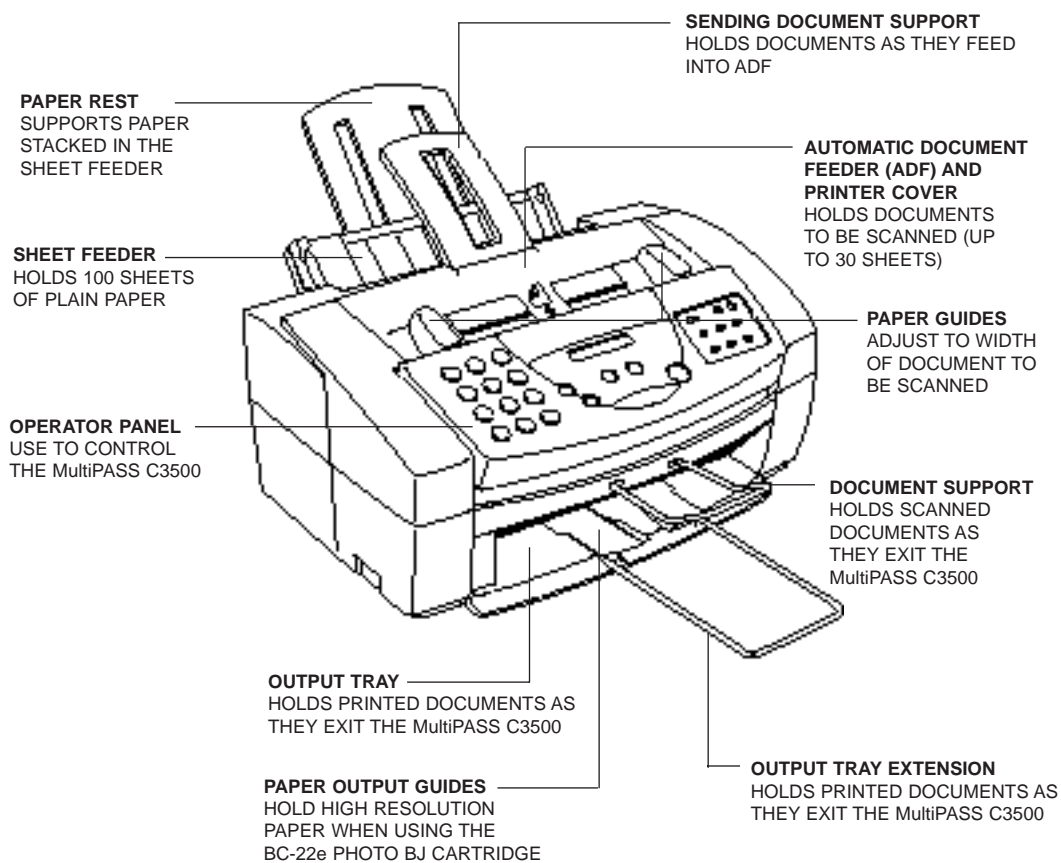
- Follow all warnings and instructions marked on the MultiPASS and inside the printer cover.
- Place the MultiPASS on a sturdy level surface. Do not place it on an unstable cart, stand, or table. If the unit falls, it could be seriously damaged.

- Do not use the MultiPASS near water. If you spill liquid on or into the unit, unplug it immediately and call the Customer Care Center.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation. To ensure reliable operation of the MultiPASS and to protect it from overheating, do not block or cover these openings. Do not block the openings by placing the unit on a bed, sofa, rug, or other similar surface. Do not place the unit near a radiator, nor in a closet or built-in cabinet unless proper ventilation is provided.
- Operate the MultiPASS only from the type of power source indicated on the unit's label. If you are not sure of the type of power available, consult your dealer or local power company.
- Do not allow anything to rest on the power cord, and do not locate the MultiPASS where the cord will be walked on. Make sure the power cord is not knotted or kinked.
- Do not push metal objects of any kind into the slots or openings on the cabinet. This could result in a risk of fire or electric shock.
- Do not allow small objects (such as pins, paper clips, or staples) to fall into the MultiPASS. If something does fall into it that you cannot remove, unplug the unit immediately and call the Customer Care Center.
- Unplug this product from the wall outlet and call the Customer Care Center if any of the following conditions exist:
 - The power cord or plug is damaged or frayed.
 - Liquid is spilled into the unit, or if the unit is exposed to rain or water.
 - Smoke, unusual noises, or odors come from the unit.
 - The unit has been dropped or the cabinet has been damaged.
 - The unit does not operate normally when you have followed the operating instructions. Adjust only those controls that are covered by the operating instructions in the *Quick Start Guide* and this *User's Manual*. Improper adjustment of other controls may result in damage and may require extensive work by a qualified technician to restore the product to normal operation.

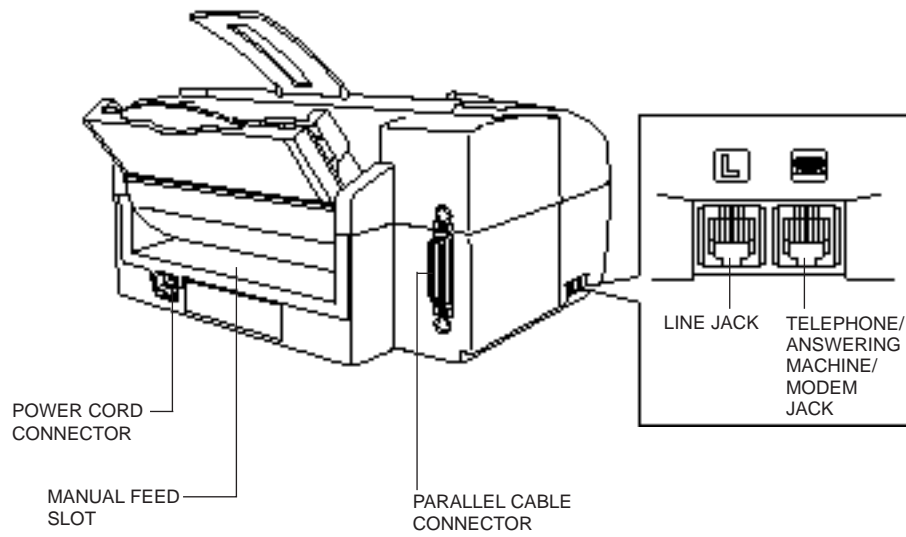
Main Components of the MultiPASS C3500

Before using the MultiPASS C3500, it's a good idea to familiarize yourself with the components and understand their functions.

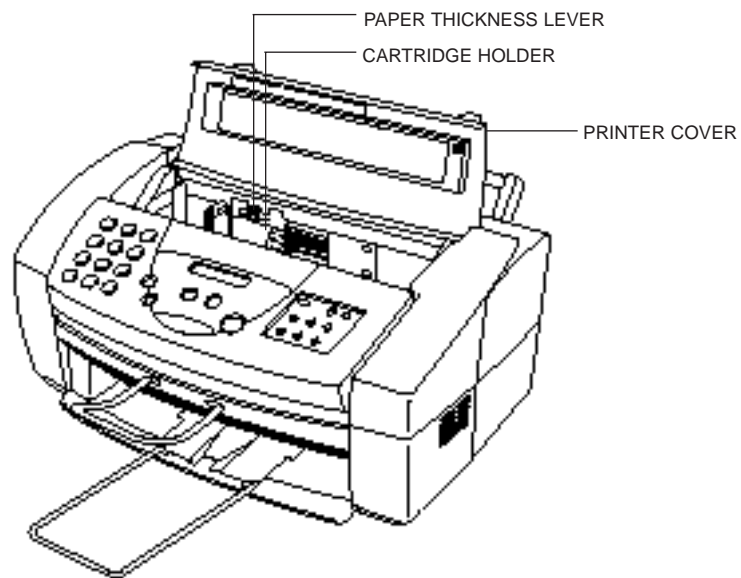
Front View



Back View

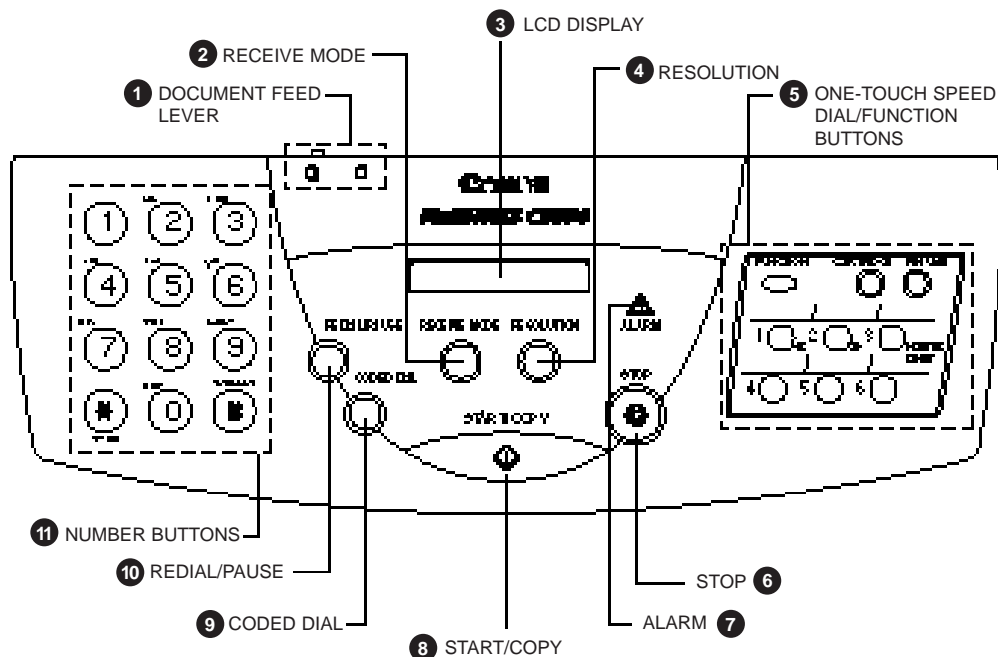


Inside the Printer Area



Using the Operator Panel

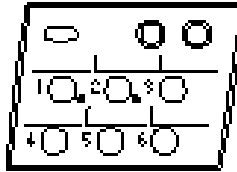
This section presents a brief description of the operator panel on the MultiPASS C3500.



- 1** Document feed lever
Set this lever to the left (☐) for automatic feed or to the right (☑) for manual document feed.
- 2** RECEIVE MODE button
Press to change the Receive Mode: Manual mode, Fax Only mode, Answer Machine mode, or Fax/Tel mode. The Receive Mode set during installation overrides this setting.
- 3** LCD display
Displays messages and prompts during operation. Displays selections, text, numbers, and names when registering information.

- ④ **RESOLUTION** button
Press this to select the resolution the MultiPASS will use for the document you want to fax or copy.
- ⑤ **One-touch Speed Dial/Function** buttons
Use for one-touch speed dialing, entering user information, printing documents stored in memory, and cleaning the print head. (See the next page for details.)
- ⑥ **STOP** button
Press to cancel sending, receiving, or any other operation.
- ⑦ **ALARM** light
Flashes when an error occurs, when the MultiPASS is out of paper or ink, or when received faxes are stored in memory.
- ⑧ **START/COPY** button
Press to begin sending, receiving, copying, or other operations, or to select functions when registering information.
- ⑨ **CODED DIAL** button
Press this button (followed by a two-digit code) to dial a number that you have registered for coded speed dialing.
- ⑩ **REDIAL/PAUSE** button
Press to redial the last number that was dialed using the number buttons, or to enter pauses between digits when dialing fax numbers.
- ⑪ **Number** buttons
Use these buttons to enter numbers and names when registering information, and to dial fax/telephone numbers that are not registered for automatic dialing.

Special Function Buttons



FUNCTION button

Use to register user settings, to run the print head cleaning process, or to print faxes stored in the MultiPASS's memory.

CARTRIDGE button

Press to move the BJ cartridge holder to the center of the unit when installing or replacing the cartridge. (Press again after installing the cartridge to move the holder back to its home position on the right.)

RESUME button

Press when you want to form-feed paper when printing.

PRINTER RESET button

Press to reset the MultiPASS to Standby mode if the LCD displays PRINTER MODE.

Arrow buttons

Use to scroll through menu selections, or to move the cursor when registering data.

Loading Paper in the Sheet Feeder

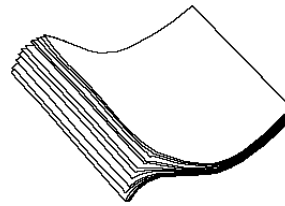
The paper you load in the sheet feeder is used for printing documents or for incoming faxes. For printing documents, you can use any of the Canon Specialty Papers described in Chapter 2, *Printing With the MultiPASS C3500*. For receiving faxes, use plain paper (such as copier paper).

When the message LOAD PAPER appears in the LCD display, you need to add paper to the sheet feeder. The sheet feeder holds approximately 100 sheets of plain paper.

1

Fan the paper.

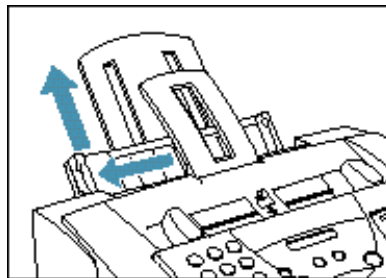
- For best results, fan the paper before loading it.
- Always fan a stack of paper along the edge that will feed into the MultiPASS first.



2

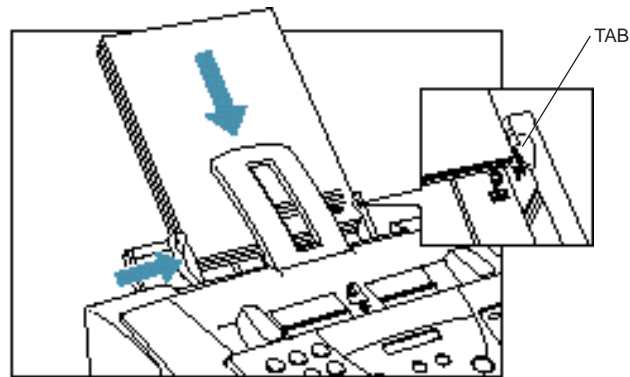
Make sure the paper rest is extended.

- Pull the paper rest up until it stops.
- Move the paper guide to the left to match the size of your paper.



Slide the stack of paper into the sheet feeder until it stops.

- Align the edge of the paper with the right edge of the sheet feeder.
- Secure the stack with the paper guide.



Preparing Documents for Faxing, Copying, or Scanning

You can use the MultiPASS to fax, copy, or scan documents that are printed on standard letter, legal, or A4 size paper. Follow these guidelines to prepare your documents.

- Do not attempt to feed the following types of documents into the MultiPASS:
 - wrinkled or creased paper
 - curled or rolled paper
 - torn paper
 - carbon-paper or carbon-backed paper
 - coated paper
 - onion skin or thin paper



- Remove all staples, paper clips, and the like before feeding the document.
- Make sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.
- Make a photocopy of any document that will not feed into the MultiPASS. You can then feed the copy.
- Do not feed documents with pages that are different sizes or of different thicknesses.

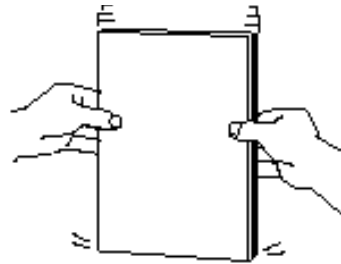
Loading the Document

You can load up to 30 letter or A4 size sheets and up to 10 legal size sheets at a time into the Automatic Document Feeder (ADF).

1

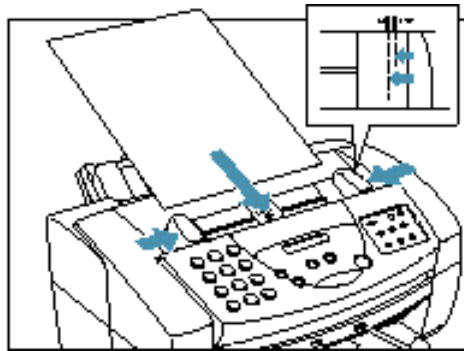
Stack your documents.

- For a multiple-page document, fan the sheets and tap the document on a flat surface to even the stack.



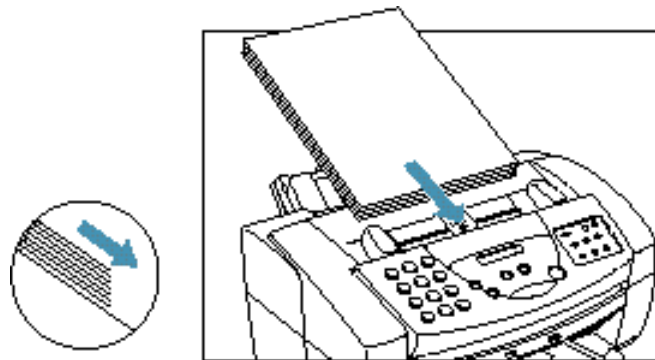
Feed the document.

- Insert the document face down (letterhead first) into the ADF until you hear a beep.
- Adjust the document guides to the width of the document.



The MultiPASS automatically feeds the pages one by one from the bottom.

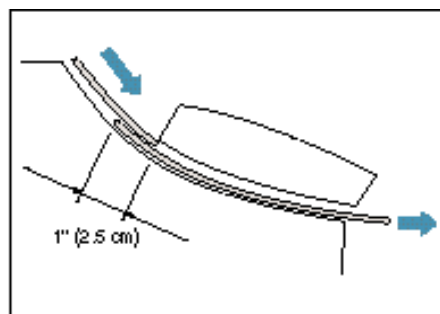
If you have problems feeding multiple-page documents, insert the pages one at a time into the ADF. This stacks the pages on a slant so they feed correctly into the ADF. (Do not attempt to stack more than 30 sheets in the ADF.)



Adding Pages to the Document

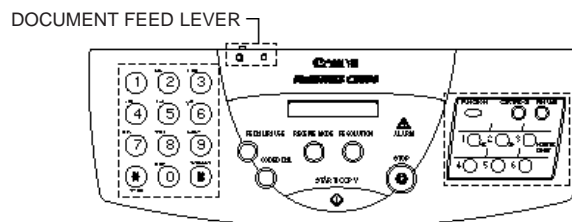
If you want to add pages while the MultiPASS is sending a document, wait until the last page is feeding into the unit and then insert the new sheets. Insert the first new page so it overlaps the last page by about one inch (2.5 cm).

Always wait until the last page is being fed into the MultiPASS before you add new pages.



Setting the Document Feed Lever

You use the document feed lever on the ADF to select multiple documents (☑) or single sheets (☐).



Always set the document feed lever to single sheets and manually feed the following types of documents:

- Thick paper
- Thin paper
- Small documents (postcards, business cards)
- Documents with uneven surfaces
- Photographs
- Special types of paper

Identifying Your Documents

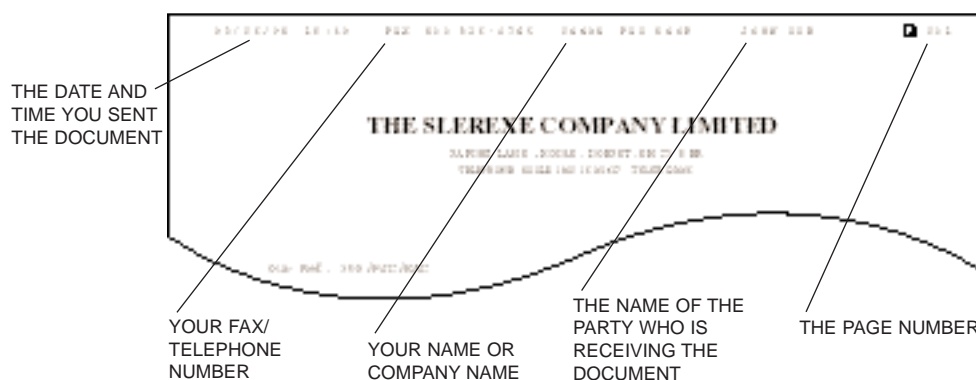
When sending a document, the following information is printed out by the receiving fax: your fax number, your name, and the current date and time. This information is called your TTI (Transmit Terminal Identification) and appears at the top of the faxed document in small type.



Note

In the United States, you are required by FCC regulations to include this information every time you send a fax.

By identifying the documents you send, the receiving party will recognize your fax messages at a glance. The illustration below shows a sample document with the identifying information.



The top line includes the name of the receiving party if you send the document using one-touch speed dialing, coded speed dialing, or group dialing and you registered the party's name. It also includes the page number.



Note

You entered your fax header information during the MultiPASS installation procedure. If you followed the installation procedure, this information will be printed on the top of your outgoing faxes. **If you did not install the MultiPASS Desktop Manager, see Appendix B, *Using the MultiPASS C3500 as a Stand-alone Fax*, for details on how to enter this information.**

Copying Documents

One of the convenient features of the MultiPASS is its ability to make high-quality copies. You can make up to 99 copies of one document at a time.



Note

It's a good idea to use the optional BC-20 Black BJ Cartridge when you make black and white copies.

Make sure the optional BC-22e Photo Color BJ Cartridge is not installed when you are making copies.

1

Feed the document.

- Place the document face down in the ADF. The LCD displays these messages:

MEMORY USED 0%

FAX FINE

DOCUMENT READY

2

Press START/COPY.



COPY 100% 01

- The display shows the size of the copy (the default is 100%) and the number of copies (the default is 1).

3

Change the resolution if necessary.

- To change the copying resolution, press the **RESOLUTION** button.



Note

When copying in black and white:

- Use B&W TEXT resolution for copying most text documents.
- Use B&W PHOTO resolution when copying documents that contain photographs. This scans areas of the document that contain photos with 256 levels of gray, and results in a much better reproduction of the photograph.

4

Select Reduction mode if necessary.

- To reduce the size of the copies, use the < or > buttons to select the reduction percentage you want (70%, 80%, 90%, or 100%):



5

Enter the number of copies.



- To make multiple copies, use the number buttons to enter the number of copies (up to 99).

Press
START/COPY.



COPY

- To stop copying at any time, press **STOP**. You may need to lift the operator panel to remove the document (see page 10-3 for details).
- If an error occurs and the LCD displays **START AGAIN**, reload the document and start copying again.



Note

If the LCD displays **MEMORY FULL** while making multiple copies of a document, do not use the multiple copy feature for copying the document. Make single copies of the document instead (as many times as required).

You may be able to make multiple copies if you first print out any faxes that are stored in memory (see page 5-5).

Miscellaneous

If the Power Goes Out

If power to the MultiPASS is cut off, any documents stored in its fax memory will be lost. Because of this, be sure to print documents stored in memory or resend them as soon as possible. (The MultiPASS automatically prints a Memory Clear Report when power is restored. See page 10-26.)

While the power is out, the MultiPASS will receive telephone calls if a telephone is attached. However, you cannot send or receive faxes. (If you are using a cordless phone, you will not be able to make or receive calls.)

Avoid unplugging the MultiPASS unless absolutely necessary. This is the same as a power outage.

Using Switch Boxes

Canon does not recommend using a switch box with the MultiPASS. To use more than one printer, it's a good idea to add a second parallel port to your computer.

Printing With the MultiPASS C3500

2



This chapter describes how to use the MultiPASS C3500 to print your documents. Once you have installed the MultiPASS Desktop Manager, you can use the MultiPASS C3500 for all your printing needs.

This chapter describes:

- Paper handling
- Installing a printer driver
- Printing a document
- Printer setup within Windows
- Printing speed versus color
- Setting the paper thickness lever
- Printer settings for various print media
- Loading paper
- Printing on envelopes
- Printing on Canon Specialty Papers

Printing

Paper Handling

One of the most important things you can do to assure the best possible printing performance of your MultiPASS is to select the correct paper. Your MultiPASS produces letter quality print on most plain bond papers, including cotton bond and photocopying papers; it does not require special ink jet papers. However, the print quality varies with different paper types. Be sure to test a type of paper before you purchase a large quantity.

Selecting Paper

Plain Paper

The MultiPASS supports paper sizes of letter, legal, and A4 in portrait orientation. You can use regular copier paper, cotton bond papers, and typical letterhead. Always use paper without curls, folds, staples, or damaged edges. Copier paper has a preferred side for printing. Look at the label on the package to see which side to print on.

Glossy Photo Paper

Canon Glossy Photo Paper GP-201 is a high gloss, thicker paper that produces the look and feel of a photograph. Use this paper with the BC-22e Photo BJ Cartridge to produce photo-realistic prints from your printer. (Select Glossy Paper in the printer driver when you have this paper loaded.)

Banner Paper

This paper is specifically designed for printing one continuous sheet in a banner format. The connected sheets are divided by a perforation. You can print from two to six sheets at one time. Canon's Banner Paper is specially designed for use with Bubble Jet printers and to produce bright and vivid color images. (In your printer driver, select Plain Paper for **Media** and Letter Banner for **Size** when you load this paper.)

Brilliant White Paper

Canon's unique paper formulation gives you a bright white printing surface that produces incredibly brilliant colors and dark, crisp black text. This paper works great for proposals, color presentations, color charts/graphs, flyers, and newsletters. You can print on both sides of the sheet. (In your printer driver, select Plain Paper for **Media** when you load this paper.)

High Resolution Paper

The Canon High Resolution Paper HR-101 is designed to produce photo-realistic quality output with sharp and vivid graphics. For best results, use the optional BC-22e Photo BJ Cartridge to produce images comparable to your favorite photographs.

T-Shirt Transfers

Use Canon's popular T-Shirt Transfers TR-101 to create and personalize T-shirts, sweatshirts, aprons, tablecloths, napkins, tote bags, and anything else your imagination allows! Use on any cotton or cotton/poly blend fabric. Your image is printed in mirror image (when you use T-Shirt Transfer mode through the MultiPASS printer driver for Windows) so when you iron it onto the T-shirt, the image is viewed correctly.

Greeting Cards

Get the most out of your Canon Creative or other card-making software with Canon Greeting Cards GC-101. These cards give your unique, personalized cards the look and feel of professional cards. You can create cards, invitations, announcements, and more.

Bubble Jet Paper (water resistant)

The Canon Bubble Jet Paper LC-301 has been developed for high quality printing with minimal or no smearing or running when in contact with water or damp surfaces, making it a good choice for damp or rainy environments. The paper is specially coated and printable on both sides. (Select Plain Paper in the printer driver when you load this paper.)

Fabric Sheets

Use Fabric Sheet FS-101 for Canon Bubble Jet products to print pillow covers, scarves, flags, and other textile items. Use these sheets for appliqués and other craft and sewing projects. Fabric sheets are 9.5 × 14 inches.

Back Print Film

Canon Back Print Film BF-102 has been specially developed for Canon Color Bubble Jet printers and MultiPASS products. The film is designed to deliver brilliant, high-intensity color images suitable for business presentations, design work, or professional reports. Back print film is printed on the back (nonglossy) side of the film in mirror image and then viewed from the front (glossy) side using a backlighting device. For more details, ask a Canon Authorized Dealer for information or refer to the manual supplied with the film.

High Gloss Film

The Canon High Gloss Film HG-101 features a bright white finish that lends striking visual power to charts, graphs, and photographic images. Use this film to make your presentation materials and graphics look professional.

Transparencies

CF-102 Transparencies from Canon are recommended. These transparencies produce excellent contrast, sharpness, and color.

Assorted Paper Starter Kit

If you would like to try some of the papers described above, look for Canon's Starter Kit (SK-102). It contains an assortment of five paper types.

Paper Guidelines

When selecting or loading paper, please remember the following:

- Attempting to print on damp, curled, wrinkled, or torn paper can cause paper jams and poor print quality.
- Use cut-sheet paper only. You cannot use multipart paper.
- When using graph paper, the lines may not match because the 1/6-inch line spacing of the printer is slightly less than that of graph paper.
- If the print density of your page is very high, light paper stock may curl slightly due to the large amount of ink. If you need to print dense graphics, try printing on heavier stock.
- Do not use thicker paper than meets the specifications for this printer. Printing with a paper that is thick enough to come in contact with the print head nozzles may damage the BJ cartridge.

Installing a Printer Driver

Before you can use any type of printer with your computer, you must install a printer driver. The printer driver tells the computer what kind of a printer you are using. The printer driver also controls the various settings, such as print quality and paper type. You define these settings within the printer driver, and the printer driver then communicates the settings to both the computer and the printer.

You must install the MultiPASS Printer Driver for Windows and the MultiPASS Desktop Manager before you can use the MultiPASS C3500 as a printer for your computer. If you followed the instructions in your *Quick Start Guide*, you have already installed the necessary software. If not, see your *Quick Start Guide* for details on how to install this software.

Printing a Document

This procedure describes the general steps required for printing from various Windows applications. The exact steps for printing a document may vary depending on the application program (such as Microsoft Word) you are using. Refer to your software application's documentation for the exact printing procedure.

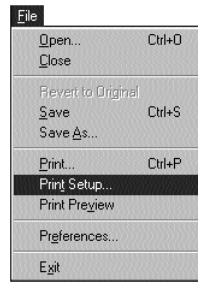
1

Start your application.

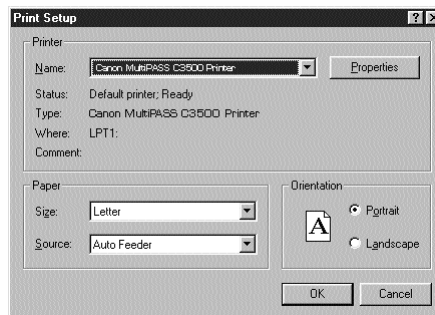
- Start the program you are using to create the document, and open the document you want to print.

Make sure the Canon MultiPASS C3500 Printer is selected as your default printer.

- Choose **Print** or **Print Setup** from the File menu.



- You will see a screen similar to this:



- Click on the **Properties** (or **Setup**) button if you want to make any adjustments as appropriate for printing your document. (See *Printer Setup Within Windows* on the following page for details.)
- After making any necessary changes to the printing parameters, select **OK** to start the print job.

Printer Setup Within Windows

You can use the MultiPASS with all your Windows 98 and Windows 95 applications. Be sure to set the MultiPASS as the default printer for all your Windows operations.

Most of your printing operations are controlled by your software application. The following sections describe how you set certain options directly from the printer driver; you only need this information if your application does not control printing.

Opening the Printer Properties Dialog Box in Windows 98/95

You can open the Properties dialog box in one of the following ways:

- From within any Windows application, you can select the **Print** or **Print Setup** command.
- From the Printers folder, you can select the printer and then select the **Properties** command from the File menu.
- From the Printers folder, you can select the printer, click the right mouse button, and then select **Properties** from the drop down list.



Using the Printer Driver in Windows 98/95

The printing options are displayed on these Windows 98/95 tabs: General, Details, Paper, Graphics, and Setting. See *Using the Windows Tabs* on the next page for details.



Note

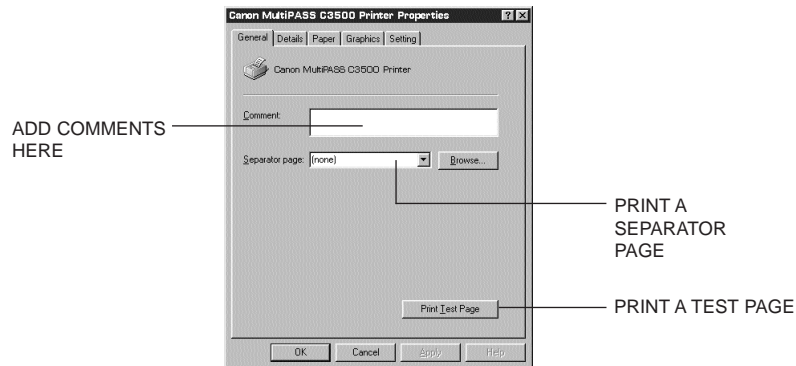
For detailed information on any of the printing options, you can use the Windows 98/95 online Help in the following ways:

- Use the right mouse button to click an item on the screen; then click the **What's This?** command.
 - Click the question mark ? in the upper right corner and then click an item.
 - Press F1.
-

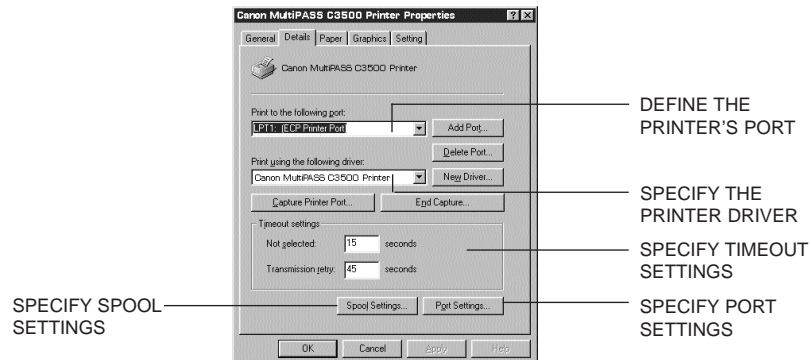
Using the Windows Tabs

The MultiPASS Printer Driver for Windows has several tabs from which you can select your printing options and learn about your printer driver as well as your MultiPASS C3500.

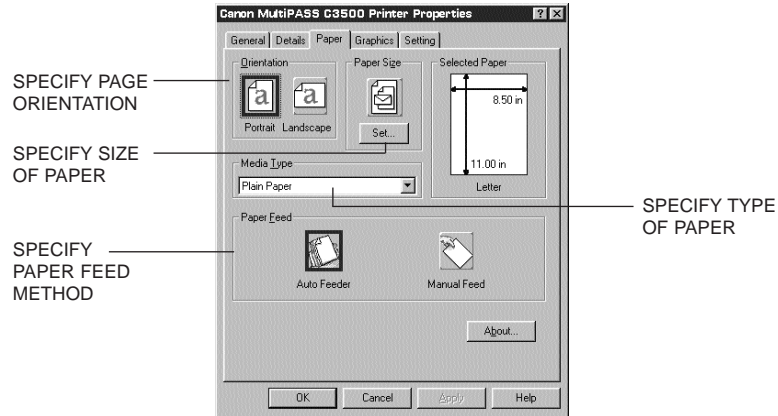
- **General**
This tab allows you to add comments regarding the printer driver and print a test page or a separator page. (You see this tab when you open the Properties dialog box from the Printers folder, but you do not see it when you open the Properties dialog box from within a Windows application.)



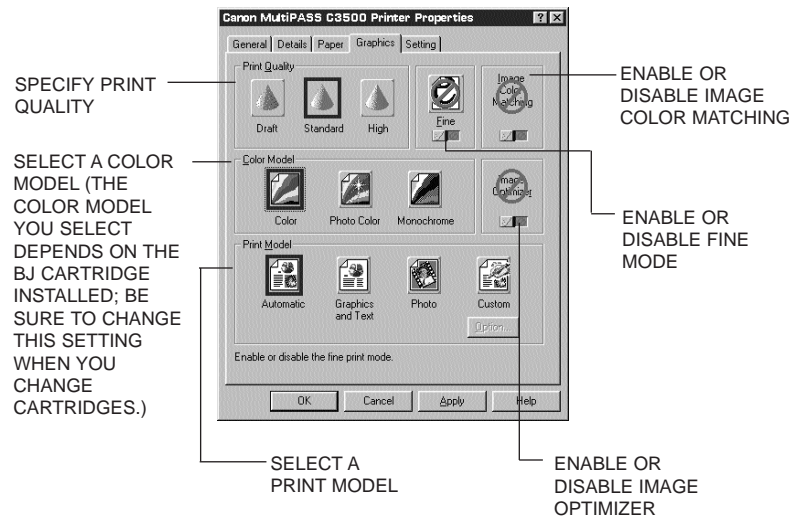
- **Details**
This tab allows you to specify printer port settings, spool settings, and time-out settings. (You see this tab when you open the Properties dialog box from the Printers folder, but you do not see it when you open the Properties dialog box from within a Windows application.)



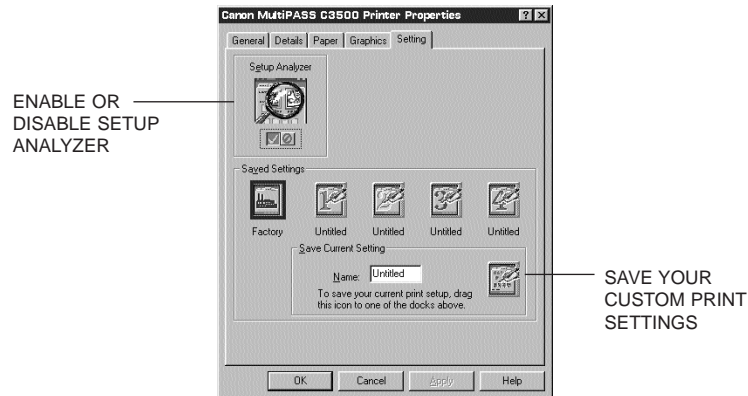
- Paper
This tab allows you to specify page orientation, paper size, and type of print media.



- Graphics
This tab allows you to specify print quality, color model, and print model.



- **Setting**
This tab allows you to turn on or off the Setup Analyzer. It also allows you to save up to four custom print settings.



Specifying Your Printing Options

Be sure to use your online help to find out about the settings available for each printing option.

- To move between the Windows tabs, click on any of the tabs.
- To select the settings and exit, click the **OK** button.
- To cancel your setting selections on a tab, click the **Cancel** button.
- To save your settings without exiting, click the **Apply** button.
- To access helpful information about the MultiPASS and the printer driver, click on the **Help** button.
- To find out about a setting, click the question mark ? in the upper right corner. Move the larger question mark to the setting you are interested in and click again.

Recommended Graphics Settings

You can select the following printing options from the Graphics tab to achieve the specified results.

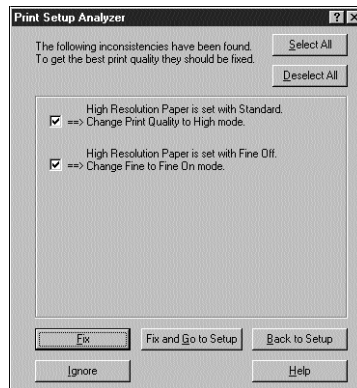
To achieve	Driver settings		Results
	Print Quality	Color Model	
Fastest B&W output possible	Draft 180 × 180 dpi	Monochrome	Uses less ink. Output quality is draft.
Fast letter quality output	Standard 360 × 360 dpi	Monochrome	Slightly slower than draft. Quality is standard.
Fast B&W photograph and graphic output	Standard and Fine On 360 × 360 dpi	Monochrome	Slower than B&W but better grayscale quality.
High quality output	High and Fine Off 720 × 360 dpi	Monochrome	Produces highest resolution output.
High quality photograph and graphic output	High and Fine On 720 × 360 dpi	Monochrome	Slower than Standard but optimizes B&W grayscale quality.
Fast color output	Draft 180 × 180 dpi	Color	Uses less ink. Output quality is draft.
Color output	Standard 360 × 360 dpi	Color	Fast color printing but quality is not optimized.
High quality color output	High and Fine On 720 × 360 dpi	Color	Uses Drop Modulation Technology to optimize color print quality but the print speed is slower.
Photo-realistic color printing	Standard 360 × 360 dpi	Photo Color	Produces photo-realistic color printing. (Requires BC-22e Photo BJ Cartridge and High Resolution Paper HR-101 or Glossy Photo Paper GP-201.)
True photo quality printing	High 360 × 360 dpi	Photo Color	Uses Drop Modulation Technology™ to produce true photo quality. (Requires BC-22e Photo BJ Cartridge and High Resolution Paper HR-101 or Glossy Photo Paper GP-201.)

Using the Setup Analyzer

The Setup Analyzer allows the printer driver to evaluate your choice of printing settings. On the Setting tab, you click on the green ✓ to enable the Setup Analyzer. Click on the red ⊘ symbol to disable it.



When you exit the printer driver and accept your printing settings by clicking the **OK** button, the Setup Analyzer (if enabled) checks to see if any of your settings are contrary to the recommended settings. If there are inconsistencies, a dialog box similar to this appears:



The inconsistencies appear with check boxes. You can use the dialog box buttons to select or deselect the inconsistencies and to fix or ignore the inconsistencies.

Printing Speed Versus Color

The MultiPASS Printer Driver for Windows can interpret and translate the full spectrum of colors, up to 16.7 million colors. When printing color, there is a significant increase in the amount of information that the driver has to interpret and translate. When printing black ink only, the driver has only one color to interpret.

By decreasing the amount of colors that the printer driver has to interpret, you can significantly decrease the time needed to translate the information. This will speed up the overall printing process.



Note

You select the settings described below using the Windows tabs of the MultiPASS Printer Driver. See *Using the Windows Tabs* starting on page 2-8 for details.

Printing

For Quick Color Printing

In the MultiPASS Printer Driver for Windows, choose the following printing operations. These selections allow the printer driver to interpret and translate 256 colors, which will increase your printing speed. However, your print quality will not be optimized.

- Media Type—Plain Paper
- Print Quality—Standard; Fine is off
- Color Model—Color
- Print Model—Custom
- Color Selection—Fast Color

For High Quality Color Printing

For the MultiPASS, select the printing options shown below to allow the printer driver to interpret and translate up to 16.7 million colors. Keep in mind that your print speed will be slower than with other setting combinations.

- Print Quality—High; Fine mode is on
- Color Model—Color
- Print Model—Automatic

For Monochrome Printing

Use the optional BC-20 Black BJ Cartridge to optimize the printer's performance when you are printing black text and graphics only.

In the printer driver, choose the following printing options to tell your MultiPASS to print using black ink only.

- Media Type—Plain Paper
- Print Quality—Standard
- Color Model—Monochrome
- Print Model—Automatic

Other Ways to Improve Print Speed in Windows

To improve printing speed, you can try the following:

Avoid diffusion halftones

In the Custom Settings dialog box, choose Diffusion for halftoning only when printing final output or photographic images. Choosing Fine allows documents to print as much as 20% faster because the computer does not need to compute to “best possible position” for each dot.

Avoid screen matched color

In the Custom Settings dialog box, avoid Match as the Color Adjustment setting. The screen matching feature takes longer to process in the computer because it requires special information.

Avoid automatic settings

Although the automatic settings are easy to use, the computer must interpret the printed page. This takes more time than if you select each setting.

Free up your memory

Use only one software program at a time and unload any screen saving utilities or programs stored in Windows background; this frees up more memory for Windows processing.

Use Monochrome when possible

If you will be printing text in black ink only, choose a Color Selection of Black and White rather than Grayscale. Print draft documents in Monochrome rather than Color, or use Draft print quality when printing color.

Limit the number of colors on each page

The computer will need to calculate and transmit fewer dots per inch (dpi). Too many colors can make the image confusing and less effective as well as cause the print speed to slow down.

Use primary colors when printing presentation graphics

Use black, cyan, yellow, magenta, blue, green, and red when possible. The computer will need to calculate and transfer less dot information.

Use the Draft print quality

The printer will need to image fewer dots.

Use Plain Paper as the Media Type

The print head will make only one pass for each printed line.

Use smaller graphics and more white space in your documents

The computer will be able to prepare the print file faster.

Add RAM to your computer

The computer will be able to prepare the print file faster.

Use a computer with a faster processor

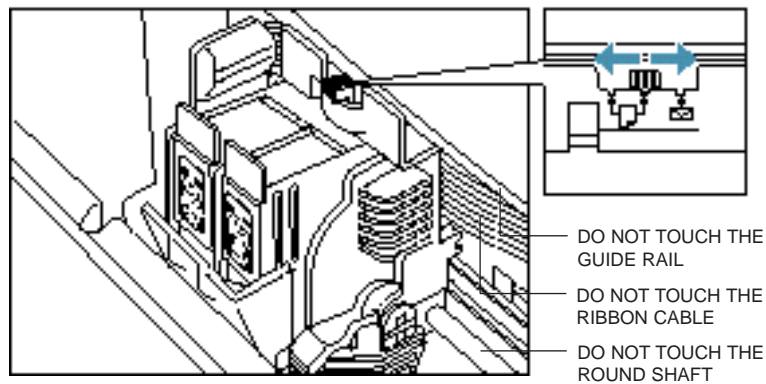
The computer will be able to prepare the print file faster.



Setting the Paper Thickness Lever

To ensure trouble-free paper handling, you'll want to set the paper thickness lever before loading paper.

- Center for color BJ cartridges
- Left for black BJ cartridges
- Right for heavier-weight print media or envelopes

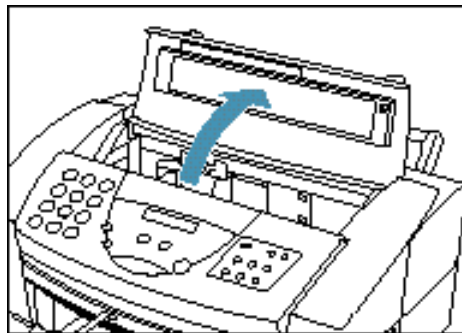


Note

Be sure to check this lever when you change BJ cartridges, and before and after printing on heavier-weight print media or envelopes.

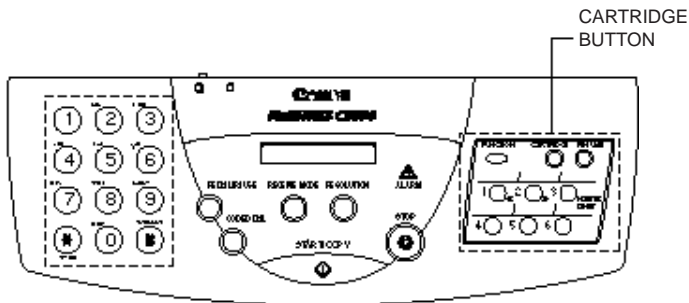
1

Open the printer cover by grasping the paper guides and lifting up.



2

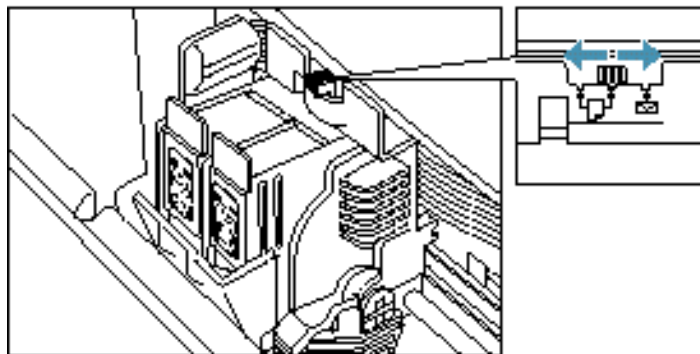
Press the **CARTRIDGE** button to move the cartridge holder to the center of the unit.



3

Set the paper thickness lever.

- Set the paper thickness lever to left, center, or right according to the BJ cartridge and paper type. See page 2-16 for details.



4

Complete the operation.

- Press **CARTRIDGE** again to move the cartridge holder back to its home position.
- Close the printer cover.

Printer Settings for Various Print Media

Media	Paper thickness lever		Paper output guides	Paper feed	
	BC-21e	BC-20		Method	Limit (Sheets)
Plain paper	Center	Left	Down	Auto	Approx. 100 (0.4" or 10 mm stack)
Glossy Photo Paper GP-201	Center		Up	Auto or Manual	1
Banner Paper	Right		Up	Auto	1 (2 to 6)
Brilliant White Paper	Center	Left	Down	Auto	Approx. 100
High Resolution Paper HR-101	Center		Up	Auto	Approx. 80 (0.4" or 10 mm stack)
T-Shirt Transfers TR-101	Right		Down	Auto or Manual	1
Greeting Cards GC-101	Right		Down	Manual	1
Bubble Jet Paper LC-301	Center	Left	Down	Auto	Approx. 100 (0.4" or 10 mm stack)
Fabric sheet FS-101	Right		Down	Auto or Manual	1
Transparencies CF-102	Center		Down	Auto	50
Back Print Film BF-102	Center		Down	Auto	10
High Gloss Film HG-101	Center		Down	Manual	1
Other heavier-weight print media	Right		Down	Manual	1
Envelopes					
Single	Right		Down	Manual	1
Stack	Right		Down	Auto	15

Loading Paper

You can stack paper in the sheet feeder to load it automatically, or you can manually feed one sheet at a time through the manual feed slot.

You can place approximately 100 sheets of plain paper (20 lb or 75 g/m²) in the sheet feeder at a time.

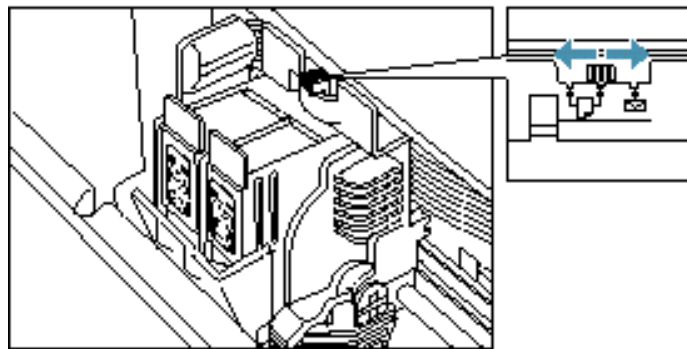
You can stack approximately 50 sheets of transparency film or 10 sheets of back print film in the sheet feeder. However, these special media may not advance correctly under unusual environmental conditions (such as extreme temperatures or humidity). If you have trouble with special papers becoming skewed or feeding multiple sheets, do not stack them in the sheet feeder. Load them one sheet at a time.

Automatically Feeding Paper

1

Set the paper thickness lever.

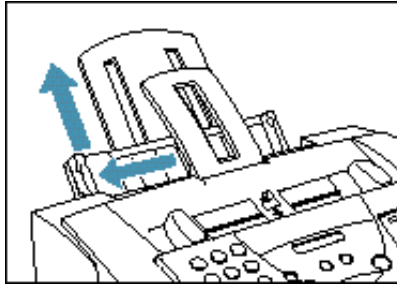
- Center for color BJ cartridges.
- Left for black BJ cartridges.



2

Pull the paper support up until it stops.

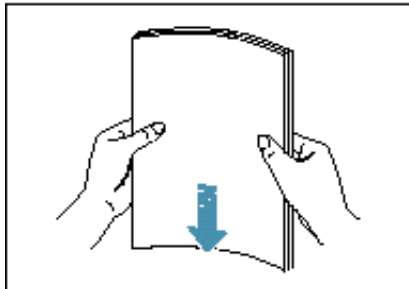
- Move the paper guide to the left to match your paper size.



3

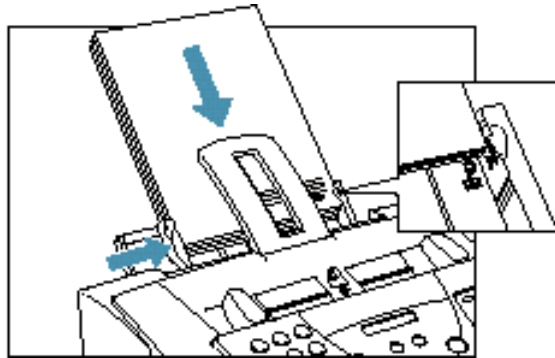
Fan the paper.

- For best results, fan the paper before loading it.
- Always fan a stack of paper along the edge that will feed into the printer first.



Slide the stack of paper into the sheet feeder until it stops.

- Align the edge of the paper with the right edge of the sheet feeder.
- Secure the stack with the paper guide.



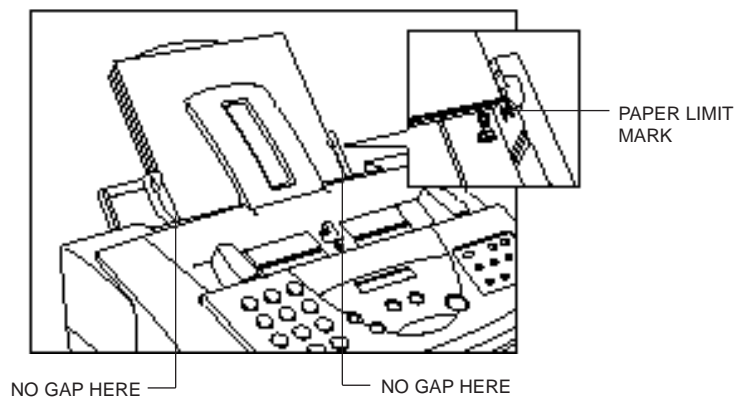
- Start your print operation.

Auto Feed Guidelines

When automatically feeding stacks of paper, follow these guidelines:

- Do not leave paper stacked in the printer for long periods of time; longer sheets of paper may become bent or curled over time. This may cause the paper to misfeed or jam.
- If your printed page contains lots of graphics, the ink on the page may be damp due to the print density. Remove the page right away and allow the ink to dry.
- The capacity of the paper output tray is 30 sheets of paper. To reduce paper jams, remove paper from the output tray before the count reaches 30.
- If paper curls after printing, remove it immediately; otherwise, paper jams may occur.

- The platen (a roller on the inside of the printer) may become inked if you print data beyond the width of the page. If this happens, clean the platen with a soft cloth. (For details on cleaning the platen, see page 9-4.)
- Depending on the density of your printed pages, the ink may need time to dry. Within two to three seconds, the ink becomes smudge resistant. After drying for several minutes, the ink becomes water resistant.
- Do not try to load paper into the sheet feeder beyond the paper limit mark (▶) or the tab on the right side of the sheet feeder; stacking too much paper may cause paper feeding or printing problems.



- Make sure there are no gaps between the stack of paper and the paper guide or the right edge of the sheet feeder.

Manually Feeding Paper

You use the manual feed function when printing on heavier-weight print media (24 lb to 28 lb or 90 g/m² to 105 g/m²).



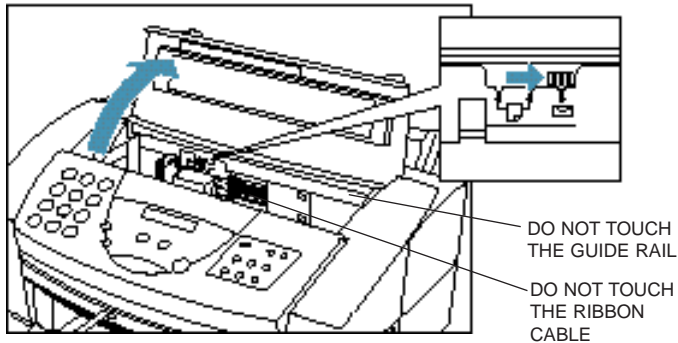
Note

You cannot receive faxes when paper is loaded in the manual feed slot.

1

Check the paper thickness lever.

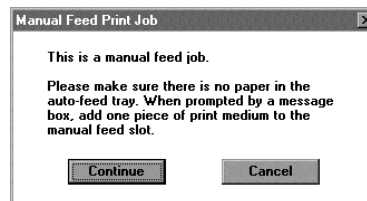
- If you are manually feeding heavier-weight print media, set the paper thickness lever to the right.



2

Start your print operation.

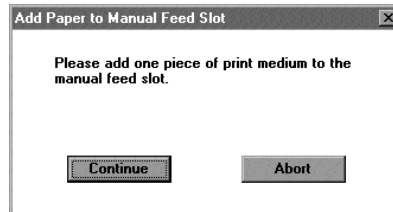
- If you are using Windows, you must select Manual Feed in the MultiPASS Printer Driver for the printer to accept manually fed paper.
- You will see this screen:



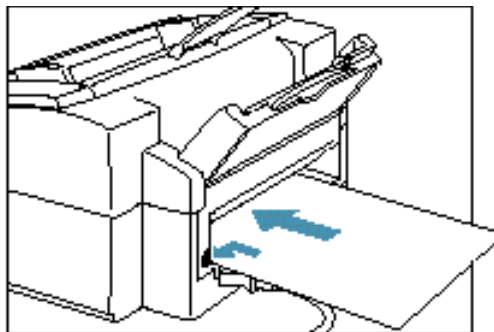
- Remove any paper in the sheet feeder and click **Continue**.

When you are prompted, insert the single sheet.

- You see this screen approximately 5 seconds after clicking **Continue**.



- Make sure the print side is facing up.
- Align the sheet with the left edge of the manual feed slot, and keep the leading edge of the paper perpendicular to the left edge.
- Slide the paper into the manual feed slot in the back of the printer until it stops.
- Hold the sheet for about two seconds until it feeds automatically.
- The printer will automatically load the paper into position.



- When ready, click **Continue** in the Add Paper dialog box.

After printing on thick paper or envelopes, set the paper thickness lever (inside the printer) back to the left or center position before printing on other paper types.

Printing On Envelopes

You can stack up to 10 envelopes in the sheet feeder or you can manually feed envelopes one at a time.

U.S. Commercial number 10 (COM10) envelopes and European DL envelopes are recommended. You may be able to stack envelopes of other sizes in the sheet feeder; however, Canon cannot guarantee consistent performance on envelope sizes other than COM10 and DL.

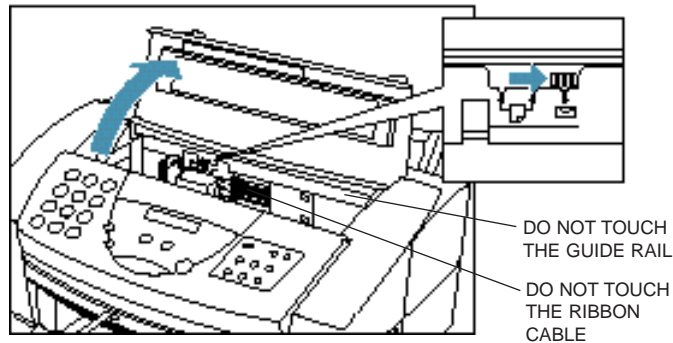
The following envelopes are not recommended because they may cause jams or smears, or may damage your printer.

- Envelopes with windows, holes, perforations, cutouts, and double flaps.
- Envelopes made with special coated paper or deeply embossed paper.
- Envelopes using peel-off sealing strips.
- Envelopes in which letters have been enclosed.

When you are ready to print on envelopes, follow these steps to stack envelopes in the sheet feeder. (You can also manually feed envelopes one at a time.)

1

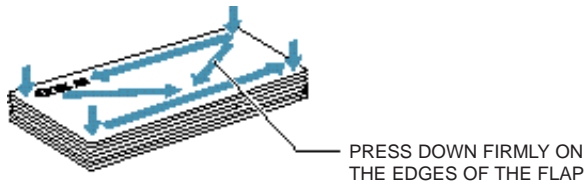
Make sure the paper thickness lever is set to the right (✉).



- Close the printer cover.

Prepare the envelopes.

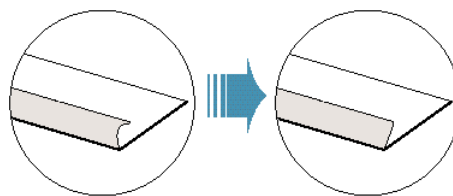
- Arrange the stack of envelopes on a firm surface and press down firmly on the edges to make the folds crisp.
- Press all the way around the envelopes to remove any curls and expel air from inside the envelopes.



- Remove any curling from the envelopes by holding the edge of the envelopes diagonally and bending them gently.

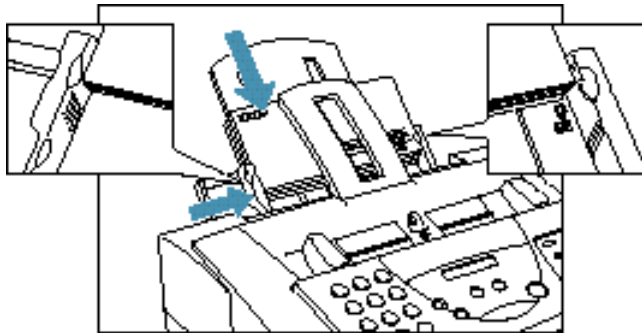


- Make sure the flaps of the envelopes are flat and not curled.



Insert the envelopes.

- Slide a stack of envelopes into the sheet feeder until it stops.
- Align the edge of the paper guide with the left edge of the stack of envelopes.
- Insert the envelopes with the print side up.
- Feed the top of the envelope (return address portion) into the sheet feeder first.
- Make sure the back flap is toward the sheet feeder.



Now you can start your print operation.

Using Canon's Specialty Papers

This section provides guidelines for printing on Canon's Specialty Papers and describes special procedures required for High Resolution Paper, Fabric Sheets, and Banner Paper.

Specialty Paper Guidelines



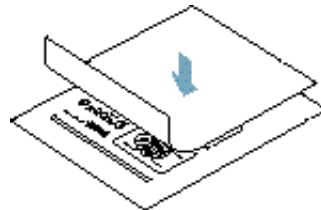
Be sure to read any instructions that come with your Canon Specialty Paper. These instructions provide important information regarding how to achieve the highest print quality with these papers.

Follow these guidelines:

- When automatically feeding transparencies or back print film, remove each sheet after it is delivered. Do not allow film sheets to stack up.
- Let the printed sheets of film or paper dry completely before storing them.

Paper type	Drying time
Canon High Gloss Film HG-101	10 minutes
Canon Glossy Photo Paper GP-201	10 minutes
Canon Fabric Sheet FS-101	1 hour
Canon Transparencies CF-102	15 minutes
Canon Back Print Film BF-102	15 minutes

- When your output has dried completely, cover its printed side with a sheet of plain (not coated) paper before storing it; this is recommended even if you place the sheets of film in a clear file or plastic holder.



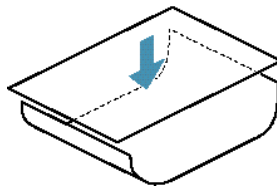
- When loading transparencies or back print film, insert one sheet of plain paper as the last sheet in the stack.
- Do not leave the film in the sheet feeder for long periods of time. Dust and dirt may accumulate on the film resulting in spotty printing.
- To avoid smudging caused by fingerprints, use a pair of thin cloth gloves while loading and handling the film.
- To avoid fading, do not expose the printed film to prolonged sunlight.
- Store unused papers and films flat. Do not remove papers from their protective packaging until you are ready to use them.
- Store unused film at temperatures between 59°F to 86°F (15°C to 30°C). The relative humidity should be between 10% and 70%.

Uncurling Back Print Film

If Back Print Film becomes curled, follow these steps to uncurl it:

1

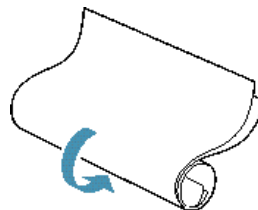
Cover the nonglossy side of the film with a sheet of plain paper.



2

Roll the film and paper up in the direction opposite the curl.

- Do not roll the film too tight.
- The film and paper rolled together should be about one inch (2.5 cm) in diameter.



Keep the film rolled up for about five minutes.

- You may want to fasten the roll with a small piece of tape.



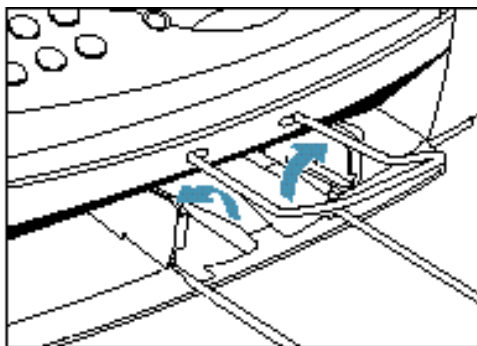
Canon's High Resolution Paper HR-101

Using the Paper Output Guides

The output tray on your MultiPASS is equipped with paper output guides. When using the optional BC-22e Photo BJ Cartridge or BC-29F Neon BJ Cartridge to print on Canon's High Resolution Paper HR-101, lift the paper output guides on both sides of the output tray.

These guides help support the document as it exits the MultiPASS. The guides keep the sheet from sagging as it exits and pulling through the unit, which can lead to poor print quality.

- Lift both paper output guides until they are vertical. Always lift both output guides.



- When the output guides are raised, the output tray can hold a maximum of 30 sheets.
- When you finish using the BC-22e Photo or BC-29F Neon BJ Cartridge with High Resolution Paper, lower the output guides to their original position.
- Always lower the paper guides when using the MultiPASS as a fax machine. The guides may cause paper to pile up and jam.

Using the Cleaning Sheet

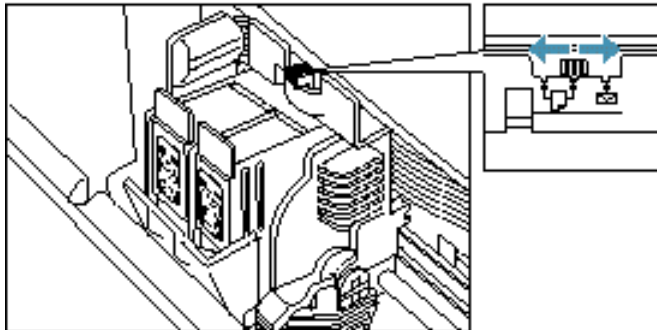
Canon's High Resolution Paper HR-101 is designed for high quality printing. This paper is specially coated to produce delicate color output.

After using a package of High Resolution Paper (200 sheets), you need to use the cleaning sheet enclosed with the paper to remove paper dust from the printer's rollers; this will help prevent paper feed problems.

1

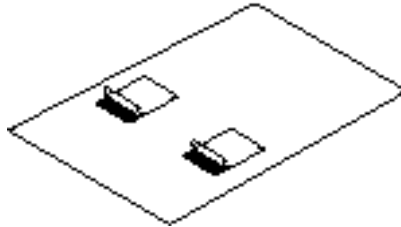
Set up
the printer.

- Make sure the paper thickness lever is to the center.



2

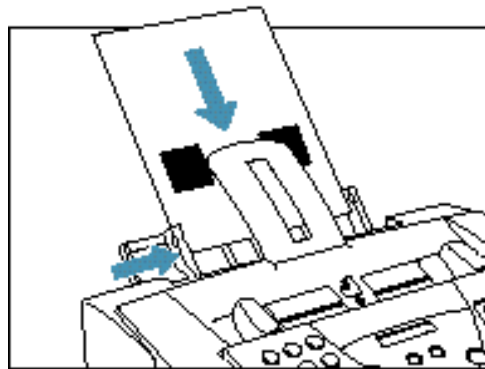
Remove the two pieces of tape from the sheet.



3

Insert the cleaning sheet.

- Insert the sheet with the sticky side out (toward you) and down (going into the sheet feeder).
- Adjust the paper guide to the edge of the cleaning sheet.



To feed the sheet, press **FUNCTION** on the one-touch speed dial keypad.

FUNCTION



FUNCTION

- Press the < or > button until **ROLLER CLEANING** appears.



ROLLER CLEANING

- Press **START/COPY**.



The cleaning sheet feeds through the unit and ejects.

Fabric Sheet FS-101

Fabric Sheet FS-101 for Canon printers comes with a booklet that describes special handling procedures. Be sure to look through this booklet for special information regarding the Fabric Sheet. This section describes specific steps for using Fabric Sheets with the Canon Bubble Jet products.

Be sure to follow these guidelines:

- To avoid paper jams, smearing, and other problems, do not open the printer's cover during printing.
- Do not touch newly printed fabric sheets until the ink is completely dry. This takes about one hour.



Note

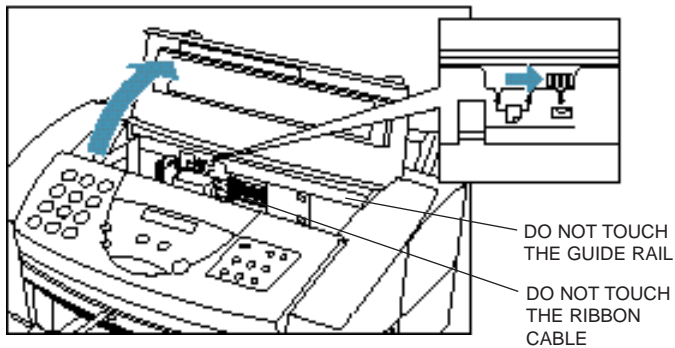
Do not use the fixing agent that comes with the Fabric Sheet FS-101. This agent is NOT needed when printing with the MultiPASS C3500.

Printing On a Fabric Sheet

1

Set up the printer.

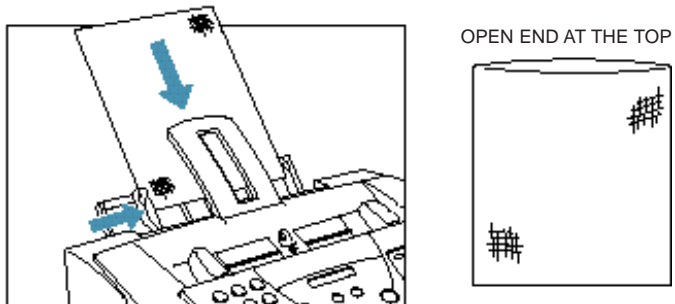
- Make sure the paper thickness lever is to the right position.
- Make sure the paper support and paper output tray are extended.



2

Insert the fabric sheet.

- Insert the sheet with the cloth side out (toward you) and the open end up (away from the sheet feeder).
- Adjust the paper guide to the edge of the fabric sheet.



3

Set up
the MultiPASS
Printer Driver
for Windows.

- In the Paper tab, select **A4** for the Paper Size and select **Fabric Sheet** for the Print Media.
- In the Graphics tab, select **High** for the Print Quality. You may also want to select **Fine** mode.
- Start the print operation from your Windows application.

4

Dry and
then wash the
fabric sheet.

- Let the printed fabric sheet set for about one hour to allow the ink to completely dry.
- When dry, peel the film backing from the printed fabric sheet.
- Wash the printed fabric sheet for about three minutes under lukewarm running water to remove extra ink.
- Hang the fabric sheet up to dry it again.
- Iron the dried fabric sheet with a clothes iron.
- See the booklet that comes with Fabric Sheet FS-101 for details on drying and washing.

Printing

Printing On Banner Paper

Banner paper is a continuous sheet of paper with perforations at equal distances along its length where it can be cut to the length required. For best results, use Canon's Banner Paper.

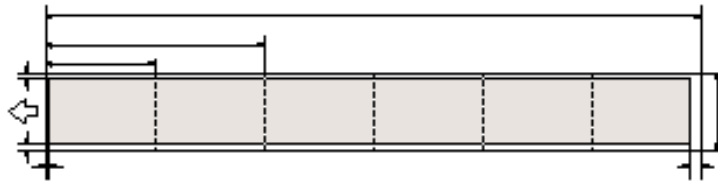
To set up a print job on banner paper, you must decide on the number of sheets you need. You can print banners from 2 to 6 sheets in length.



Note

Always leave an extra sheet at the end of the banner—just in case the type runs over.

The shaded portions of the drawing below illustrate the maximum recommended printing area of banner paper.



Note

Printing on banner paper requires quite a bit of ink. If you think your BJ cartridge may run out of ink, use a new BJ cartridge.

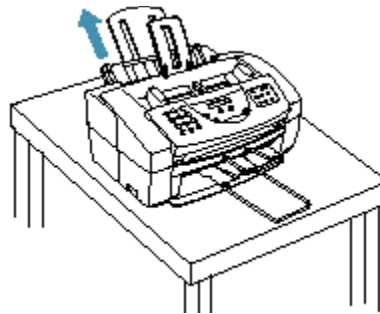
For best print results on banner paper, use light design patterns.

To prevent ink from running over the edges of the sheet, print within the margins shown in the previous illustration.

1

Position the MultiPASS.

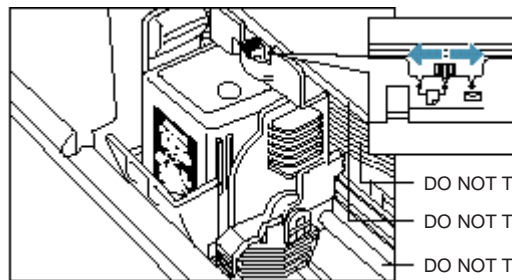
- Place the MultiPASS near the edge of a table so that the paper can flow over the edge as it exits the unit.
- Make sure the paper rest is extended.



2

Set the paper thickness lever.

- Press the **CARTRIDGE** button to move the cartridge holder to the center of the unit.
- Open the printer cover by grasping the document guides and lifting.
- Set the paper thickness lever.
 - Set it to the center if you are using the BC-21e Color BJ cartridge.
 - Set it to the left if you are using the BC-20 Black BJ cartridge.

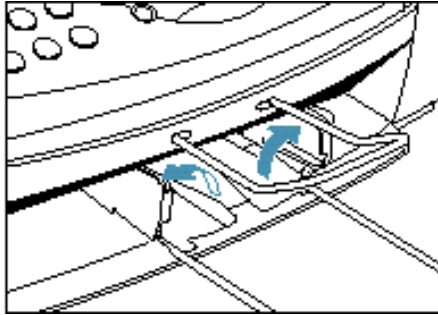


- Close the printer cover.

3

Adjust the paper output tray.

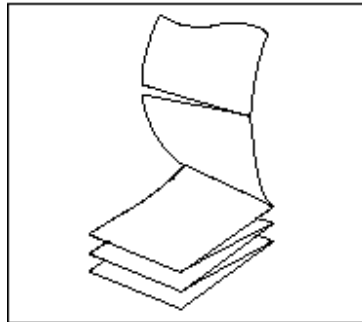
- Raise both output guides on the paper output tray.



4

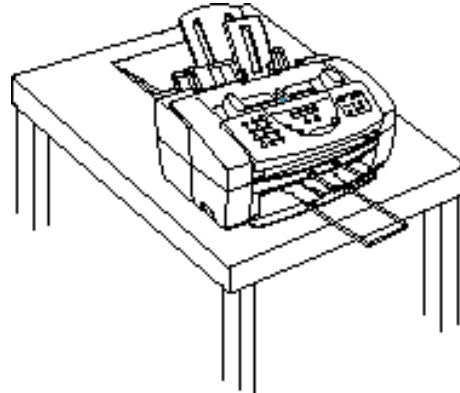
Cut the banner paper along one of the perforations to the length required.

- Your banner can be up to 6 sheets (66 in./1676 mm) long.



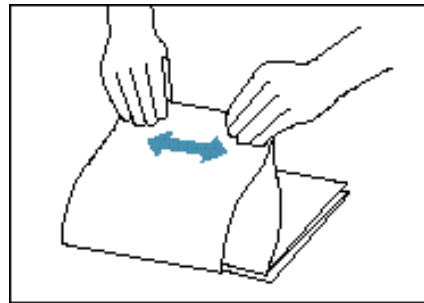
5

Place the paper behind the MultiPASS on a flat surface.



6

Gently fold along the perforations between the first and second sheets.

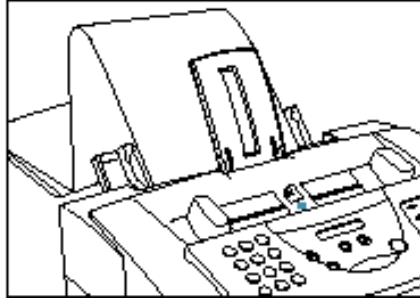


Printing

7

Insert the first sheet into the sheet feeder until it stops.

- Make sure the sheets behind the unit are also aligned with the sheet feeder.



8

Slide the paper guide against the edge of the sheet.

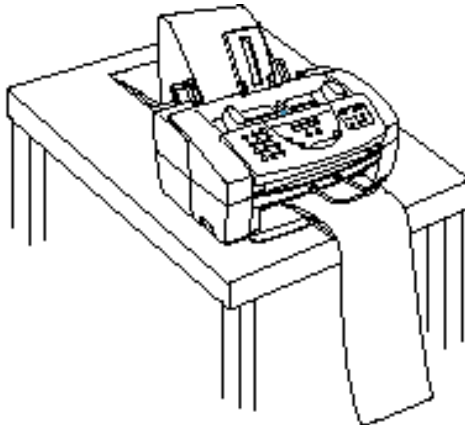
- Leave a 0.04 inch (1 mm) gap between the paper guide and the edge of the sheet.
- Make sure the sheet is under the tabs on the sheet feeder and paper guide.



Open the Windows application you will be using.

- From the **File** menu, select **Print**.
- Use the MultiPASS C3500 Printer Driver to select the print options.
 - Select **Auto Feeder** for the **Paper Feed** method.
 - Select **Banner** for the **Media Type**.
- Select other options according to your software and operating system. See your software instructions for details.
 - Enter **1** for the number of copies. Selecting any other number may print the sheets in the wrong order.
 - For the number of sheets, enter the number of sheets you are printing.
- Click **OK** or **PRINT** to begin printing.

Allow the paper to flow over the edge of the table as it exits the MultiPASS.



Using the MultiPASS Desktop Manager

3



The MultiPASS Desktop Manager is a full-featured Windows application that enables you to use your MultiPASS C3500 from your computer. The MultiPASS Desktop Manager coordinates the printing, PC faxing, and scanning functions of the MultiPASS C3500. Its features include:

- Printing, PC faxing, and scanning control functions
- Manipulating and editing the faxed or scanned documents
- Folders that hold your faxes and scanned documents
- An Address Book where you store the names and fax numbers for individuals and groups to whom you repeatedly send faxes

This chapter describes:

- Starting the MultiPASS Desktop Manager
- Exploring the MultiPASS Desktop Manager window
- Using the Desktop Manager folders
- Viewing documents in the Desktop Manager
- Setting up the Address Book



Note

Your MultiPASS C3500 is designed to be used with the MultiPASS Desktop Manager. To use all the outstanding features of the MultiPASS C3500 requires use of the Desktop Manager. To use the unit as a stand-alone fax machine, see Appendix B.

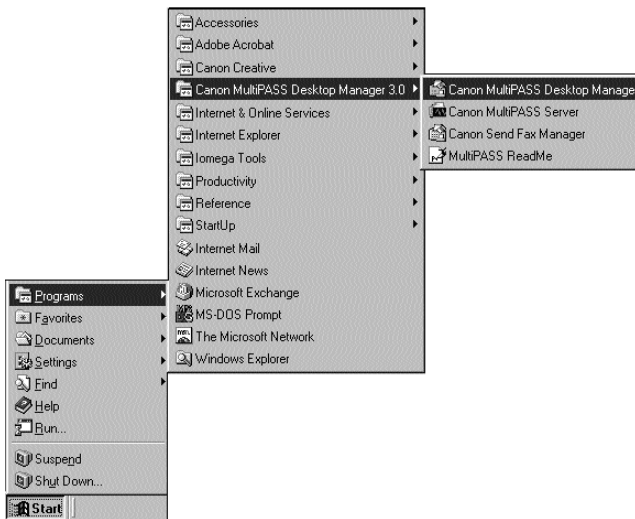
MultiPASS
Desktop Manager

Starting the MultiPASS Desktop Manager

When you start Windows, the MultiPASS Server is automatically started as well. The MultiPASS Server enables and monitors the communication between the Desktop Manager and the MultiPASS C3500. The MultiPASS Server must be open before you can open the Desktop Manager.

Once installed, you select the MultiPASS Desktop Manager from the Programs list.

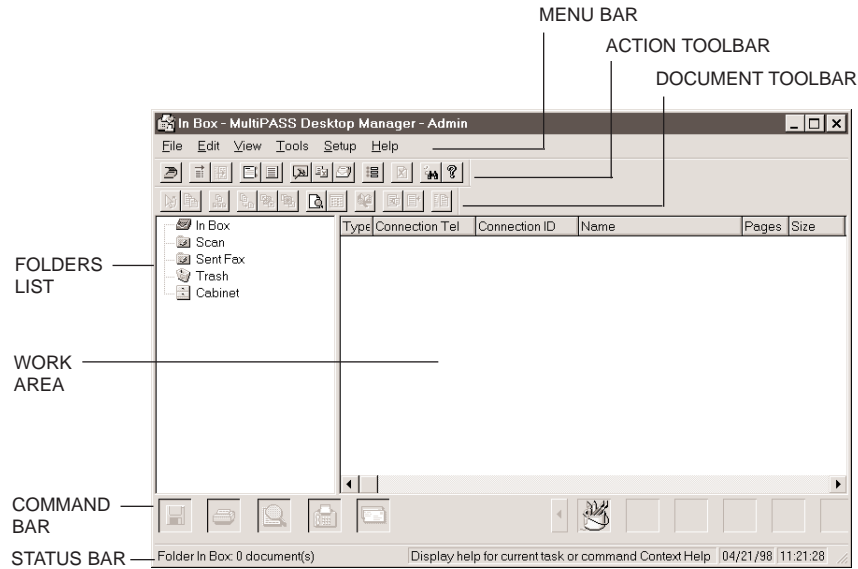
- Click the **Start** button and point to **Programs**.
- Point to **Canon MultiPASS Desktop Manager 3.0** and then click **Canon MultiPASS Desktop Manager**.



When you exit the Desktop Manager, you close only the Desktop Manager window. Any documents you have set up to PC fax or print remain active. The MultiPASS Server and the Send Fax Manager, which tracks the progress of your active jobs, remain open and active.

Exploring the MultiPASS Desktop Manager Window

When you start the MultiPASS Desktop Manager, you see a screen similar to this:

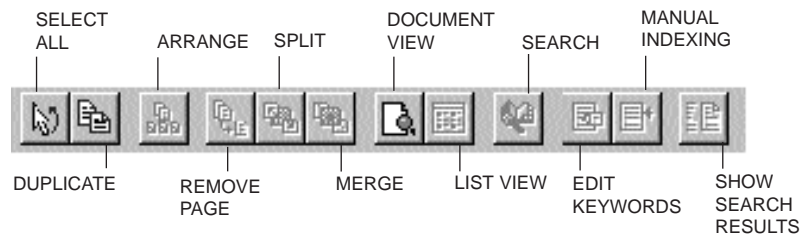


Menu Bar

The menu bar contains the commands that enable you to perform the various Desktop Manager tasks. Many of the commands can also be accessed using their corresponding button on the toolbar.

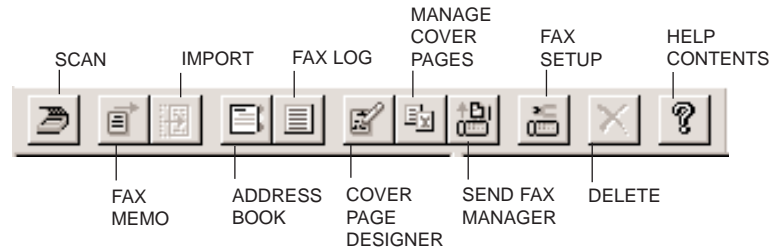
Document Toolbar

The document toolbar provides quick access to certain tasks with a selected document. When a task is unavailable, the toolbar button appears dimmed.



Action Toolbar

The action toolbar provides quick access to certain Desktop Manager tasks. When a task is unavailable, the toolbar button appears dimmed.



Like any Windows toolbar, you can move either the action or document toolbar anywhere on the Desktop Manager workspace to suit your own working habits.

ToolTips are also available, providing descriptions of the toolbar buttons. To display a ToolTip, pause the mouse pointer when it is directly over a button.

Folders List

The folders list contains folders that store your documents (sorted in alphabetical order). The list contains both system-defined folders, which were automatically created when you installed the software, and user-defined folders, which you create as you need them. As you add folders to the folder Cabinet, notice that the list displays similar to Windows Explorer, in a hierarchical view.

Work Area

The work area appears to the right of the folders list and displays the documents contained in the open folder. The documents are displayed either as a graphic thumbnail of each document (Document View) or a list of the documents (List view).

The width of the work area can be adjusted by dragging the border (the split bar) between the work area and folders list.

Command Bar

The command bar is located at the bottom of the work area and contains buttons that perform key processing tasks. In most cases, you simply drag a document from the work area onto the command bar button for the task you want to perform.



You can also launch other Windows applications such as your e-mail program, Paint, or WordPad. Microsoft Paint is automatically placed on the Process toolbar. See page 8-16 for details on how to add other programs to the Launcher.

A Phone button displays in the command bar if you connect a telephone to your MultiPASS and you check the “Telephone Attached to Unit” option in the Desktop Manager Setup Options dialog box. (See Chapter 8, *Setup and Other Utilities in the Desktop Manager*.)

You use the process toolbar buttons as follows:

- Drag a document to the process button—For example, you can drag a document from a folder or from the work area to the Print button in order to print the document.

If a document is dragged to a button that cannot perform the task, the mouse pointer displays as a “No” icon (a circle with a diagonal bar drawn through it ☹).
- Highlight a document in a folder and then click a process toolbar button—This method activates the command for the selected document, as though the document had been dragged to the button.
- Double-click a launching icon—This starts the application as if it were started from the Windows desktop.

Status Bar

The status bar displays information about the selected document or folder, or a description of the currently selected menu or toolbar command. It also displays the current date and time. The information is for display only and cannot be edited.



Using the Desktop Manager Folders

The Desktop Manager stores and organizes documents in folders. Only one folder can be open at a time. When you open another folder, the current folder automatically closes.

You can organize your documents in any manner you want, placing documents in folders, or folders within folders as may be desirable.

As previously mentioned, the organization of the folders list is much like Windows Explorer, which means you have great flexibility in determining how best to store your documents.

System-defined Folders

When you installed the Desktop Manager, a number of system-defined folders were automatically created—In Box, Sent Fax, Scan, Trash, and Cabinet (which contains the folders you create). You can tell which folder is open by the folder icon—it will look open or closed.

You cannot add new folders or documents to the system-defined folders. The system-defined folders are reserved for use by the Desktop Manager in the following ways:

- With the exception of the Trash folder, only the Desktop Manager can place documents in system-defined folders, based on faxes sent or received, or images scanned. Generally, you can only rename, copy, move, or delete documents from these folders.
- The system-defined folders, including the Trash folder, cannot be deleted or renamed.
- A document remains in a system-defined folder until you move it to a user-defined folder, or delete it.

In Box Folder

The In Box folder is automatically open each time you start the Desktop Manager (even if it is empty). It stores all incoming faxes that were sent to you by other fax machines, received by your MultiPASS, and then uploaded to your PC.

Each received fax is displayed using a system-assigned name (for example, Untitled 0001). You can change the name to something more descriptive by highlighting the document, and choosing the Rename command from the Edit menu, or by clicking the right mouse button and choosing Rename. In the Rename dialog box, type the new name and click **OK**. Documents which have not been viewed in the In Box folder display in bold.

Scan Folder

The Scan folder stores all images you scan with the MultiPASS from the Desktop Manager. Each document displays with a system-assigned name, which you can change.

Sent Fax Folder

The Sent Fax folder contains all documents that have been successfully sent as PC faxes and that you requested not to be deleted after sending. Each sent fax displays with the name “Untitled”, which you can change.

Trash Folder

The Trash folder stores all the documents you remove from the folders list or work area. You move a document to the Trash folder by dragging it onto the Trash icon, or by highlighting the document and then using the **Delete** key (on your keyboard), the Delete command from the Edit menu (or by clicking the right mouse button), or the Delete toolbar icon.

Once you move a document to the Trash folder, it remains there until you choose the Empty Trash command from the File menu. The Empty Trash command permanently removes all items in the Trash folder.

User-defined Folders

You can create an unlimited number of folders for your own use in the file Cabinet; the Cabinet acts as your “root directory.” You cannot place documents directly into the file Cabinet; you must place them in folders within the file Cabinet.

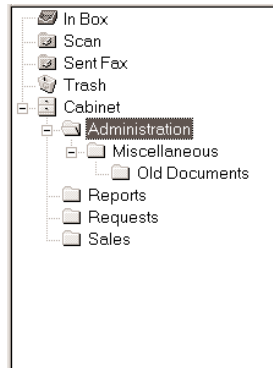


Creating a New Folder

1. Click the Cabinet icon, or the folder within which you want to store the new folder.
2. Choose the New Folder command from the File menu, or click the right mouse button and choose New Folder.
3. In the MultiPASS Create Folder dialog box, type a name for the folder and click **OK**.



If you create multiple folders or place folders within folders, you can navigate among your folders and documents just like you do in Windows Explorer. To display the contents of a folder, either double-click it or click the (+) next to the folder name. To collapse an open folder tree, double-click it or click the (-) next to the folder name.



Viewing Documents in the Desktop Manager

When you open a folder, you can view the documents which are contained in that folder in a List View or a Document View.

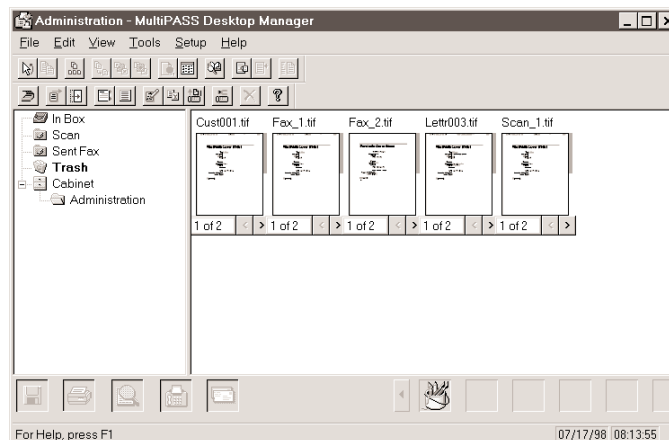
When you first open the Desktop Manager, documents are automatically displayed in List View. However, you can change to Document View at any time by clicking the Document View button on the toolbar, or by choosing the Document View command from the View menu.

If the number of documents within a folder exceeds the available work area, horizontal and/or vertical scroll bars display. You can use them to scroll the work area to view all the documents.

To open a folder, click the desired folder in the folders list.

Document View

Document View displays each individual document as a thumbnail titled with the document name. For multiple page documents, the thumbnail also displays the page count, as well as scroll arrows at the bottom and a scroll box at the right side. The scroll arrows and scroll box enable you to page through a multi-page document, displaying each page in turn or moving to a particular page in the document.

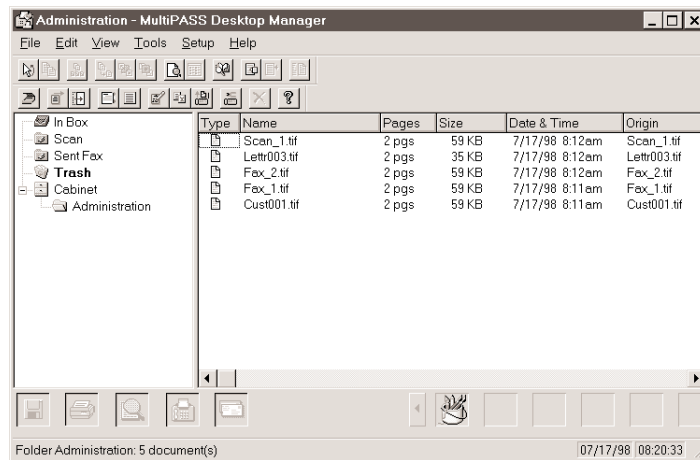


Document View allows you to work with an individual document at the page level: scrolling pages, removing a page, splitting a document, or merging two or more documents into a single document. You can rearrange the document thumbnails within the work area as needed by simply dragging them to the desired location. To equally align thumbnails, choose the Arrange command from the View menu.

To view documents in a folder as thumbnails, make sure the folder is open. Then choose the Document View command from the View menu or click the Document View toolbar button on the Document toolbar.

List View

List View displays documents within the open folder as a list. Each document in the list displays an icon representing the document type, along with other pertinent information about the document (such as its name, page count, disk storage size, date and time of creation, and its origin). If the document is a fax, the connection number and ID are displayed.



The icon designates the document type as fax, scan, or modified. A modified document is a document where the fax cover page has been removed, a scanned document that has been annotated, or a multi-page document that has been split into multiple documents.

Documents displayed in List View cannot be manipulated as in Document View, such as splitting a document or merging two or more documents. You can however, duplicate a document by highlighting it and choosing the Duplicate command from the Edit menu, or by clicking the right mouse button and choosing Duplicate.

To view documents in a folder as a list, make sure the folder is open. Then choose the List View command from the View menu or click the List View button from the Document toolbar.

Sorting Documents in the List

You can change the order of the listed documents using any of the column labels displayed at the top of the list—type, name, number of pages, size, and date—by simply clicking on the column label. You can also select Sort By options from the View menu, or by clicking the right-mouse button in the work area. Sorting by page, size, or date and time displays documents with the largest document or most current document last. The list will display in the selected order each time you open the folder unless you change the sort option.

To change the order of the list, click the title of the appropriate column at the top of the list. To return the sort to its previous order, click the column again.

Type	Name	Pages	Size	Date & Time	Origin
17	Ucan_1.tif	2 page	59 KB	7/17/99 0:12am	Ucan_1.tif
17	Uwin003.tif	2 page	35 KB	7/17/99 8:10am	Uwin003.tif
17	Uex_2.tif	2 page	59 KB	7/17/99 0:12am	Uex_2.tif
17	Ufx_1.tif	2 page	59 KB	7/17/99 8:11am	Ufx_1.tif
17	Ucst001.tif	2 page	59 KB	7/17/99 0:11am	Ucst001.tif



Viewing Documents

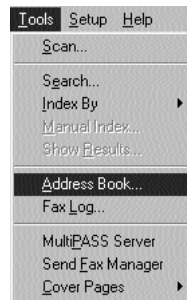
To view a document, double-click it, or choose the Open Document command from the File menu. The MultiPASS Viewer will be launched and will display the selected page.

Setting Up the Address Book

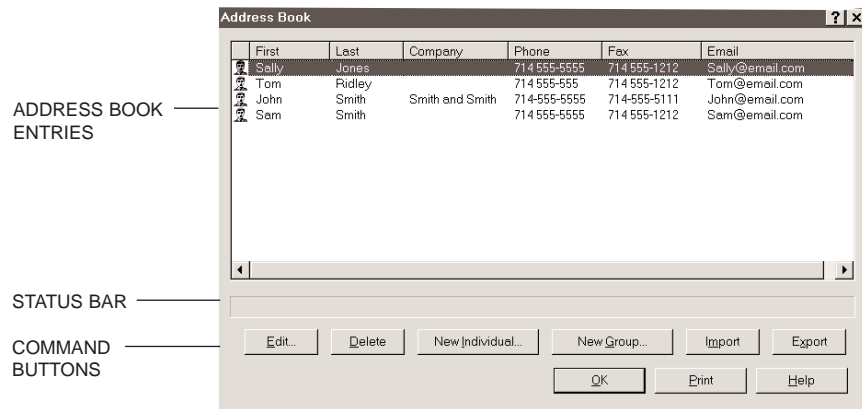
One of the first things you'll want to do in the Desktop Manager is set up your Address Book. Setting up an Address Book creates an easily accessible list of names and fax/phone/e-mail numbers for all of your business and personal contacts. Using the entries from the Address Book makes sending a PC fax quick and easy.

Opening the Address Book

On the Tools menu or toolbar, click **Address Book**.



You see a screen similar to this:



Address Book Entries

Address Book entries are listed alphabetically by last name, displaying both group and individual names, company name, phone, fax, and e-mail information. You can sort Address Book entries by any column description by simply clicking on the column title. To return the sort to its previous state, click the column title again.

Status Bar

The status bar displays additional information for a selected Address Book entry, based on whether the selected entry is an individual entry (title, street address, and comments) or group entry (comments about the group).

Command Buttons

Use the command buttons to perform various tasks while working with the Address Book, such as editing an entry, deleting an entry, creating a new entry or group, or importing/exporting information.

To close the Address Book, simply click **OK**.

To print the Address Book entries, click **Print**.

Working With Address Book Entries

There are two types of Address Book entries:

Individual

An individual entry allows you to identify each individual to whom you frequently send PC faxes. Once entered, you can quickly specify the recipient of a PC fax by selecting them from the Address Book.

Group

A group entry identifies two or more individual Address Book entries to whom you repeatedly send the same PC fax. For example, you may want to set up a group to include those individuals involved in a particular business project. When you specify the group entry as the fax recipient on your PC fax, the PC fax is sent to each individual in the group.

Sorting the Address Book

The Address Book is, by default, sorted alphabetically by last name. You can change the sort by clicking on any column title. To return the sort to its previous state, click the column title again.

Adding and Editing an Individual Address

When setting up an individual Address Book entry, at a minimum, you must specify the contact's first or last name, and their fax number. Optionally, if you want information available to include on a fax cover page, you can enter the contact's phone number, title, company name, and address. You can also enter a comment to provide an internal reference about the recipient, and an e-mail address.

1. With the Address Book open, click the desired command to add or edit an individual entry.
 - To add a new individual, click **New Individual**.
 - To edit an individual record, highlight the entry in the list, then click **Edit**.
2. In the Individual Entry dialog box, enter or change this information.

The screenshot shows a dialog box titled "Individual Entry". It contains the following fields and controls:

- Name:** First: Sally, Last: Jones
- Phone:** 714-555-1212
- Fax:** 714-555-1313
- Email:** Salley@email.com
- Preference:** Fax, Email
- Title:** Mrs
- Company:** Smith and Smith
- Address:** 111 North Street, Long Beach, CA 91655
- Comments:** (Empty text area)
- Use Outside Dialing Prefix:**

- First Name, Last Name
- Phone number, Fax number, and E-mail address
- Whether your primary preference is to use this listing for faxing (the default selection) or e-mail
- Title, Company name, and Address (if you want the information available for a fax cover page)
- Comments (as an internal reference)
- Use Outside Dialing Prefix (if you need to use a prefix to access an outside line)

3. Save your entry.
 - If adding a new entry, click **Add**.
 - If editing an existing entry, click **Replace**.
 - To cancel without saving any entry/changes which may have been made, click **Cancel**.

Entering Fax Numbers, Phone Numbers, and E-mail Addresses

When you enter the fax or phone number, or an e-mail address, you use the actual numeric characters plus any valid characters that separate the different segments of the number. For example, you can use 0 through 9, dash (-), parentheses (), and the @ symbol. The following characters are valid in the Desktop Manager:

Character	Description
0 to 9 * # +	Dialing digits
, p	Pause
P	Last Pause
T	Tone switch over function
- () Space	Display-only characters; Space cannot be used at the beginning of a number



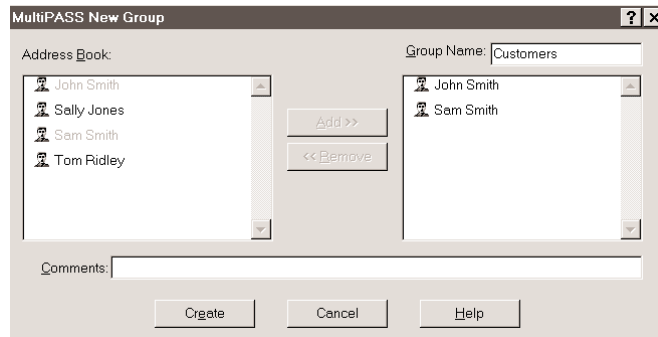
If your phone system requires a prefix number to access an outside phone line, do not include it here. If required, define a prefix number in the Desktop Manager Setup Options dialog box (see page 8-4).



Adding and Editing a Group Address

A group address consists of previously set up addresses, either individual(s) or other group(s). When adding a new group, you assign a name to the group, then select previously defined addresses from the Address Book to include in the new group. When editing an existing group address, you can add additional addresses or delete addresses from the group.

1. With the Address Book open, click the applicable command to add or edit a group entry.
 - To add a new group, click **New Group**.
 - To edit a group, highlight the entry in the Address Book, then click **Edit**.
2. In the Group Name box, enter or change the name you want to assign to this group.



- In the Address Book list box, click the individual entry you want to add to the group, then click **Add**. Repeat this step for each individual or group you want to add to this group.
- To remove an entry from the group, click the name in the Group list on the right, then click **Remove**.
- Enter any desired internal reference comments for the group in the Comments box.

3. Save your entry.
 - If adding a new group, click **Create**.
 - If editing an existing group, click **Replace**.
 - To cancel without saving any entry/changes which have been made, click **Cancel**.

Using a Group Address

If you specify a group address when sending a fax, the address for each individual contained in the group is listed. If you specify more than one group address for a fax, any duplicate addresses are automatically removed. Separate fax jobs are created for each recipient in the group.

Deleting an Address Book entry

You delete an Address Book entry when it is no longer needed.

To delete an entry, click the name in the Address Book, then click **Delete**, or press the **Delete** key on your keyboard. If prompted, confirm that you want to delete the entry.

Printing the Address Book

If you want a hard copy of the Address Book, you can print it as follows:

1. With the Address Book open, click **Print**.
2. In the Print dialog box, specify your print options and click **OK**.

This report provides you with a hard copy of your Address Book information.



Importing an Address Book

If you have an existing address book created in another application, you can import it into the Desktop Manager. You can also specify which fields you want to include.

Any ASCII text file containing information that is separated by a comma or tab can be imported into the Desktop Manager Address Book.

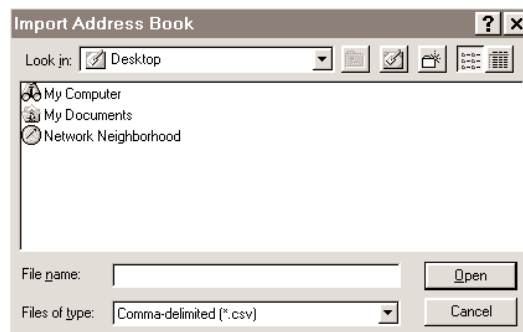
- If the address information in the text file is separated by a comma, the text file extension must be .CSV.
- If the address information in the text file is separated by a tab, the text file extension must be .TXT.

You must save your text file as a comma or tab separated text file *before* you import it into the Desktop Manager. If you attempt to import information from an improperly formatted text file, an error message displays alerting you to a problem and the import process stops.

For procedures on saving a text file in the correct format, refer to the applicable application's user documentation.

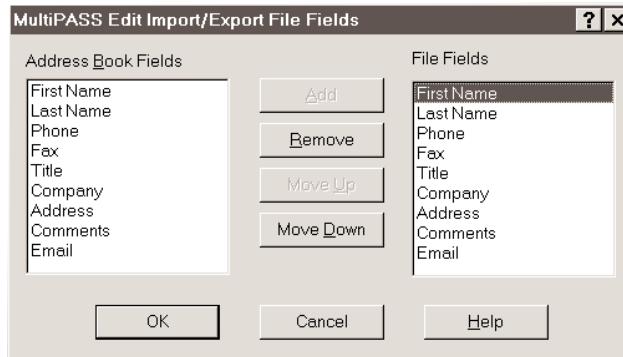
Importing Addresses From a Text File

1. With the Address Book open, click **Import**.
2. Select the file type.



- In the Import Address Book dialog box, select whether you are importing a .CSV file or a .TXT file from the Files of Type list.
- Highlight the file you want to import, then click **Open**.

3. In the Import/Export File Fields dialog box, select the address fields you wish to import from the Address Book Fields list.



- Highlight the field, then click **Add**.
- To remove a field, in the File Fields list box, click the field, then click **Remove**.
- To rearrange the order of the fields, highlight the field you want to move, then click **Move Up** or **Move Down**.
- Once you have the fields in the desired order, click **OK**.

Exporting the Address Book

You can export the Address Book from the Desktop Manager as an ASCII text file. Exported address information can be separated by either commas or tabs.

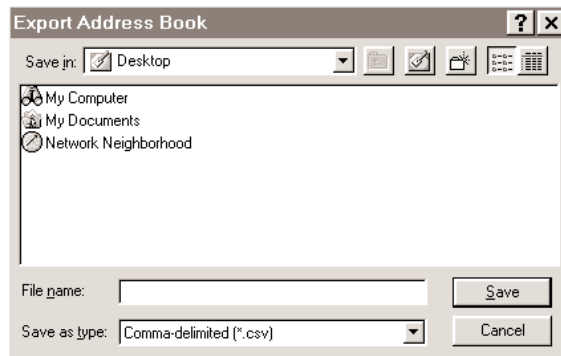
- If you want to have address information separated by commas, choose to export to the .CSV file format.
- If you want to have the address information in the text file separated by tabs, choose to export to the .TXT file format.



Note

Address Book information can only be exported for individual entries. Group addresses cannot be exported.

1. With the Address Book open, click **Export**.
 - A message displays informing you that Group addresses cannot be exported. Click **Yes** to close the message.
2. In the Export Address Book dialog box, select whether you are exporting a .CSV file or a .TXT file from the Files of Type list.



- Specify the location where you want to export the file, type a file name for the file in the File Name box, then click **Open**. The Import/Export dialog box displays.
3. Select the address fields you want to export from the Address Book Fields list box.
 - Highlight the field, then click **Add**.
 - To remove a field, in the File Fields list box, click the field, then click **Remove**.
 - To rearrange the order of the fields, highlight the field you want to move, then click **Move Up** or **Move Down**.
 - Once you have the fields in the desired order, click **OK**.

Sending Faxes With the MultiPASS C3500

4



You can use the MultiPASS C3500 to send paper faxes or PC faxes. PC faxing is the ability to send a fax from an application without first printing the document. Using the MultiPASS C3500 and the MultiPASS Desktop Manager, you can PC fax documents from any Windows application that supports printing.

You can also set up an Address Book, containing fax and e-mail information for people to whom you often send faxes, and design your own fax cover page. To assist you in managing your faxes, a Fax Log maintains a record of every fax you send or receive.

You can also customize your MultiPASS printer by changing the factory default user settings. This might include the date format that displays on your faxed documents, or how many times the MultiPASS calls another fax unit if the other party's line is initially busy. You can also register one-touch/coded speed dial and group numbers using the Desktop Manager and then download them to the MultiPASS. For details on changing setup options, refer to Chapter 8, *Setup and Other Utilities in the Desktop Manager*.

This chapter describes:

- Sending a document
- Sending a document to more than one location
- Adjusting the quality of your faxes
- Sending PC faxes
- Using the Send Fax Manager
- Using the Fax Log
- Designing a fax cover page



Note

Because the MultiPASS is a multitasking device, you can send a fax and print a document at the same time.

Sending a Document

The MultiPASS starts sending a document while it is being scanned into memory. When scanning a multipage document, the unit calls the other party after the first page is scanned. Once connection is made, the MultiPASS begins to transmit the information while the remaining pages are being scanned. This is called *Memory Sending*.

Regular Dialing

1

Feed the document.

- Place the document face down in the Automatic Document Feeder (ADF). See page 1-14.
- The LCD display shows how much of the unit's memory is in use, then displays the current resolution, and then the message DOCUMENT READY.

MEMORY USED 0%

FAX STANDARD

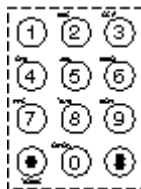
DOCUMENT READY

- Change the resolution if necessary. See page 4-13.

2

Dial the other party's fax number.

- Use the numeric buttons to dial the number.



TEL= 555 7899

Press **START/COPY**.



The MultiPASS begins scanning the document, and dials the number.

TX

- After a few seconds, the display shows the transaction number for the fax. This is a unique number the MultiPASS assigns to the document and uses to identify the document in transaction reports:

TX/RX NO. 0001

SCANNING P.001

CALLING

11234567899

The MultiPASS continues to show these displays in order while the fax is being scanned.

- After the document is scanned in, the MultiPASS shows these displays while the fax is being sent:

TX/RX NO. 0001

CANON FAX BACK

11234567899

ECM TX P.001



- When the document has been sent successfully, the display shows these messages.

TRANSMITTING OK

TX/RX NO. 0001

The MultiPASS automatically redials if the receiving fax does not answer, if the line is busy, or if a transmission error occurs. You can specify the number of times it redials using the Retries option in the Send Fax dialog box of the MultiPASS Desktop Manager (see page 8-4). If all redial attempts fail, the MultiPASS beeps intermittently for a few seconds. If this happens, check the fax number and try sending the fax again.

If the ALARM light is flashing, correct the error described in the LCD display, and then press **STOP**. You may need to open the operator panel to remove the document from the ADF (see page 10-3).

Automatic Dialing

You can send a document using one-touch speed dialing, coded speed dialing, or group dialing. You must register the one-touch speed dialing numbers, the coded speed-dialing numbers, and the group dialing numbers using the MultiPASS Desktop Manager before you can send documents using these automatic dialing methods. See *Setting Up Speed Dial Assignments* on page 8-12.

1

Load the document.

- Place the document face down in the ADF.

DOCUMENT READY

2

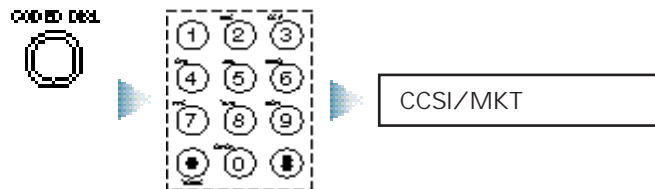
Use automatic dialing.

- Press the one-touch speed dialing button (1 through 6) assigned to the number you wish to fax to; the name assigned to that button is displayed.



OR

- Press **CODED DIAL** and enter the appropriate two-digit coded speed dialing code.



- If a number is not registered for the button or codes, the LCD displays **NO TEL #** message. Make sure you pressed the correct button or entered the correct code and that the number you want to dial is entered correctly.
- If you make a mistake, press **STOP**. Then press the correct one-touch speed dialing button or press **CODED DIAL** and re-enter the code.

3

Press **START/COPY**.



- If you do not press **START/COPY** within five seconds, the MultiPASS starts sending your document automatically.
- If the **ALARM** light is flashing for any reason, correct the error and press **STOP**. You may need to open the operator panel to remove the document from the ADF (see page 10-3).

Sending a Document Using Group Dialing

If you frequently send plain paper faxes to the same group of people, you can use the MultiPASS Desktop Manager to assign a “group” of numbers to a speed dial code. (See page 8-13.)

1

Feed the document.

- Place the document face down in the ADF.

DOCUMENT READY

2

Choose the group you wish to send to.

- Press the one-touch speed dialing button or press **CODED DIAL** and the code under which you registered the group.

02 CANON GROUP

3

Press **START/COPY**.



SCANNING P.001

- The MultiPASS starts scanning your document into memory five seconds after you select the group to which you will send the fax, even if you do not press **START/COPY** (ten seconds if you are sending to more than one group).
- After scanning the document into memory, the MultiPASS automatically dials each number in the group.

- If there is no group registered under the one-touch speed dialing button or the two-digit code, the LCD displays the NO TEL # message. Make sure you entered the correct number and that the group has been registered correctly to a speed dial code. (See page 8-13.)
- If you make a mistake when dialing, press **STOP**. You can then try again.

Redialing

Manual

To start dialing again, just press **REDIAL**. The MultiPASS redials the previous number you dialed with the numeric buttons. Make sure the document is in the ADF.

Automatic

The MultiPASS automatically redials if the first attempt at sending fails (for example, if the line is busy). The unit redials twice, and the time between redials is two minutes. (These are the default settings.) The LCD displays **AUTO REDIAL** and the transaction number while the MultiPASS is redialing.

AUTO REDIAL

TX/RX NO. XXXX

If the MultiPASS fails to make a connection after the last redial, it beeps. The LCD displays **BUSY/NO SIGNAL**; try sending again later.

BUSY/NO SIGNAL

You can change the number of redials (retries) and the time between redials. The redialing options are set in the Send Fax dialog box of the MultiPASS Desktop Manager; see page 8-4.



To Cancel Automatic Redialing

To cancel automatic redialing, press the **STOP** button. However, you cannot cancel redialing while the LCD displays **AUTO REDIAL** (the unit is waiting to redial). In this case, wait until dialing begins and then press **STOP** to cancel redialing. The MultiPASS asks you to confirm:

YES = (*) NO = (#)

To cancel the redialing, press *. The MultiPASS beeps and the LCD displays:

TX/RX CANCELLED

TX/RX NO. XXXX

The unit then prints an error report:

PRINTING REPORT

Resending a Fax After an Error

If you get an error while sending a fax from memory, the MultiPASS can resend it to the same destination without having to rescan it. To do this, the On Error Resend option must be set in the Advanced: Send Fax dialog box of the MultiPASS Desktop Manager. See page 8-5 for details.

You can also set how much of the fax is sent again:

- The entire document (All Pages)
- The first page of the document, the page on which the error occurred, and all following pages (Error & First Pages)
- The page on which the error occurred and all pages following the error (Error Pages)



Note

The fax is erased from memory after it is successfully sent or after the resending fails.

Manual Sending

If you would like to speak with the other party before sending a fax to them, you may do so; this is called manual sending. To use manual sending, you must have a telephone connected to the MultiPASS.

1

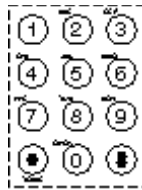
Feed the document.

- Place the document face down in the ADF.

DOCUMENT READY

2

Pick up the telephone and dial the other party's fax number.



TEL= 4567899

- You can use regular dialing or any of the automatic dialing methods.

3

Converse with the other party.

- If a person answers, you can converse normally. When you are ready to send the fax, ask them to press the start button on their fax machine. Then press **START/COPY** on your unit and hang up the telephone.



Faxing starts.

- Be sure to press **START/COPY** before you hang up, or you will disconnect the call.

Cancel Sending

To stop sending before a fax is complete, follow these steps:

1

- Press **STOP**.
- If you are sending manually, the transmission is cancelled immediately.
 - If you are sending from memory, the LCD displays:



YES = (*) NO = (#)

2

- Press * or #.
- Press * to cancel or press # to continue the transmission.



TX/RX CANCELLED



Transmission continues.

If you press **STOP** while the document is being scanned, you may need to open the operator panel to remove the document (see page 10-3).

Sending a Document to More Than One Location (Sequential Broadcasting)

Sequential broadcasting sends one document to more than one location. You can send to a total of 57 destinations as follows:

One-touch speed dialing	=	up to 6 destinations
Coded speed dialing	=	up to 50 destinations
Regular dialing (numeric buttons dialing)	=	1 destination only

You can enter the one-touch and coded speed dialing numbers in any order. You simply press the one-touch speed dialing button, or press **CODED DIAL** followed by the two-digit code.

You can also include one destination using regular dialing. This must be the last number you enter because you must press **START/COPY** after entering the number.



Note

If you often send to the same group of destinations, use group dialing (see page 8-13).

Transmitting the Document

1

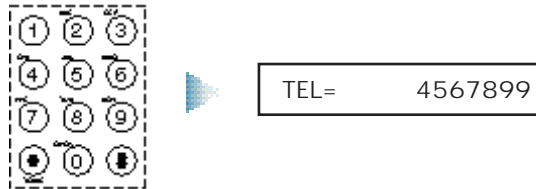
Feed the document.

- Place the document face down in the ADF.

DOCUMENT READY

2

Dial the other party's number.



- Simply enter the numbers one after the other: press the desired one-touch speed dialing button or press **CODED DIAL** followed by the two-digit code.
- If you are sending to group dialing destinations, use the one-touch speed dialing buttons and the **CODED DIAL** button (along with the two-digit codes) to enter the groups.
- You must press the second speed dialing number within five seconds of pressing the first one. Each subsequent speed dialing number must be entered within ten seconds of the preceding one.
- You can enter only one number directly from the numeric keypad using regular dialing. This must be the last number you enter.

3

Press
START/COPY.



- The MultiPASS scans the entire document into memory and begins sending.

- The MultiPASS begins the operation approximately ten seconds after you press the last button (five seconds if you press only one button) even if you do not press **START/COPY**.
- The MultiPASS dials the destinations in numerical order starting with the coded dial numbers, then the one-touch numbers, and finally the regular-dial number (regardless of the order in which you entered the numbers).
- To cancel a transmission, press **STOP** during the dialing or transmission. All subsequent transmissions in the sequence are cancelled. (You may need to open the operator panel to remove the document; see page 10-3.)



If the memory becomes full while scanning your document, the LCD displays **MEMORY FULL**. (You may need to open the operator panel to remove the document; see page 10-3.) You can split the document into two or three different jobs, or you can try sending the document to one location at a time.

Adjusting the Quality of Your Faxes

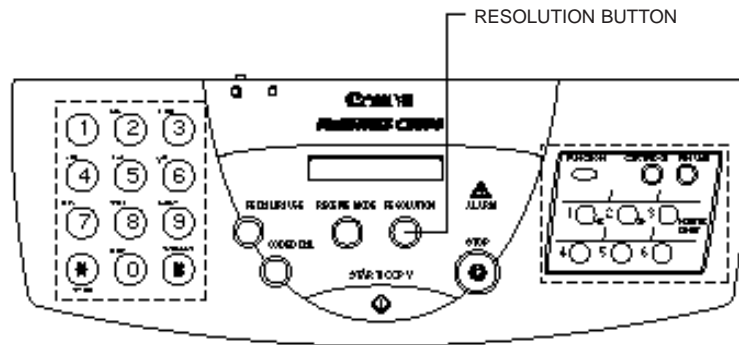
Canon's Ultra High Quality (UHQ™) imaging technology enables you to send faxes that have a print quality very close to that of the original document. The MultiPASS also allows you to adjust the resolution and contrast it uses in sending faxes to best suit your particular document.

Setting the Resolution

Resolution is a measure of the fineness or clarity of a printout and is usually expressed in horizontal and vertical dots per inch (dpi). Low resolutions may cause text and graphics to have a jagged appearance, while higher resolutions provide smoother curves and lines, crisp text and graphics, and a better match to traditional typeface designs.

The MultiPASS has three resolution settings. You use the **RESOLUTION** button to set the resolution for faxing documents.

- **FAX STANDARD**
Fax standard resolution (203 × 98 dpi) is adequate for most text documents.
- **FAX FINE**
Fax fine resolution (203 × 196 dpi) is suited for documents with fine print (smaller than the print in this sentence).
- **FAX PHOTO**
Fax photo resolution (203 × 196 dpi, with halftones) is for documents that contain photographs. With this setting, areas of the document that contain photos are automatically scanned with 64 levels of gray, rather than just two (black and white) which it uses otherwise. This gives a much better reproduction of the photos, though transmission time is longer.



1

Press the
RESOLUTION
button.

- The LCD shows the current resolution.



2

Press the
RESOLUTION
button again.

- Press **RESOLUTION** once or twice more to display the resolution you want (FAX STANDARD, FAX FINE, or FAX PHOTO).



- After about five seconds, the LCD returns to Standby mode.

08/11/98 FaxTel

Setting the Contrast

Contrast is the difference in brightness between the lightest and darkest parts of a printed document. You can adjust the contrast the MultiPASS uses for sending faxes (Darker, Standard, or Lighter) through the Advanced: Send Fax dialog box in the MultiPASS Desktop Manager. (See page 8-5 for details.) Standard is the default, and is adequate for most documents. To darken a light original, choose Darker; to lighten a dark original, use Lighter.

Sending PC Faxes

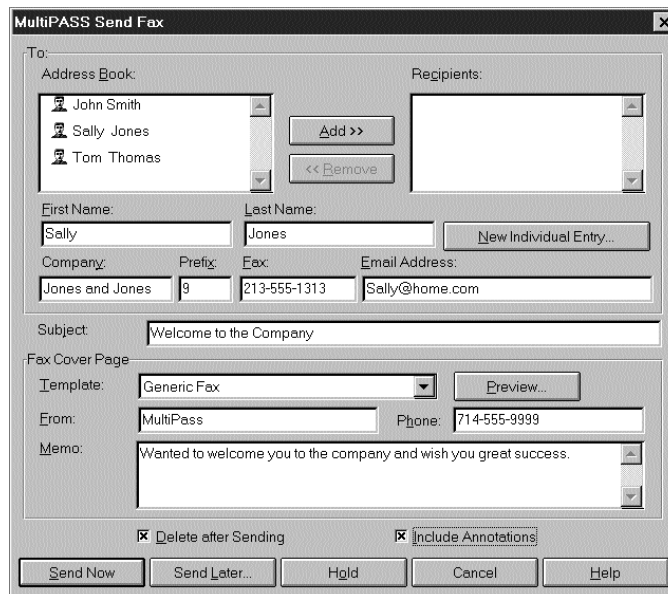
You can create a fax memo in the MultiPASS Desktop Manager or create and send a PC fax from any Windows application that supports printing. You can PC fax the document immediately, send it at a specific time, or hold it in the Send Fax Manager to be sent at a future time.



Before sending a PC fax, make sure that the date and time in your computer is correct. The system date and time displays on all PC faxes that you send. If you need to change the date and time, refer to your Windows user documentation.

Specifying Send Fax Information

Whenever you send a PC fax, you see the MultiPASS Send Fax dialog box:



Specifying a Fax Recipient

You must specify at least one fax recipient—the individual and/or group to whom you want to send the fax. When specifying a recipient, you can enter one-time information and/or include one or more recipients from your Address Book.

A one-time recipient is specified by entering the recipient's name (First Name and Last Name), Company name, and Fax number in the corresponding boxes of the Send Fax dialog box. In some office environments, you may also need to enter a prefix for the fax number, which is the number required to connect you to an outside phone line (usually 9). If so, click the Use Outside Dialing Prefix option so that a check appears. You define the outside dialing prefix in the Fax Setup options; see page 8-4).

You can also add a new recipient to your Address Book directly from the Send Fax dialog box as described below.

When you enter a fax number, use the actual numeric numbers plus any valid characters that separate the different segments of the fax number. For example, you can use 0 through 9, dash (-), or parentheses (). The following fax/phone characters are valid in the Desktop Manager:

Character	Description
0 to 9 * # +	Dialing digits
, p	Pause
P	Last Pause
T	Tone switch-over function
- () Space	Display-only characters. Space cannot be used at the beginning of a number

Including a fax recipient from the Address Book

The Address Book box displays all recipients that you have set up in your Address Book. You can include one or more recipients by highlighting the name and clicking the **Add** button. Selected names display in the Recipients box and appear disabled in the Address Book box. This is to prevent you from selecting the same recipient twice.

Removing a fax recipient

You can remove a name included in the Recipients box by clicking the name and then clicking **Remove**. If the recipient was previously added to the Address Book, the name again becomes available in the Address Book box.

Adding a new recipient to the Address Book

1. Enter the recipient information in the First Name, Last Name, Company, Prefix, Fax, and Email Address boxes.
2. Click **New Individual Entry**.
3. Complete the fields in the New Recipient dialog box as necessary and click **Add**.
 - For detailed instructions on adding a new individual to the Address Book, refer to *Working With Address Book Entries* on page 3-13.

Entering a subject

Enter text in the Subject box if desired.

Defining Send Fax Options

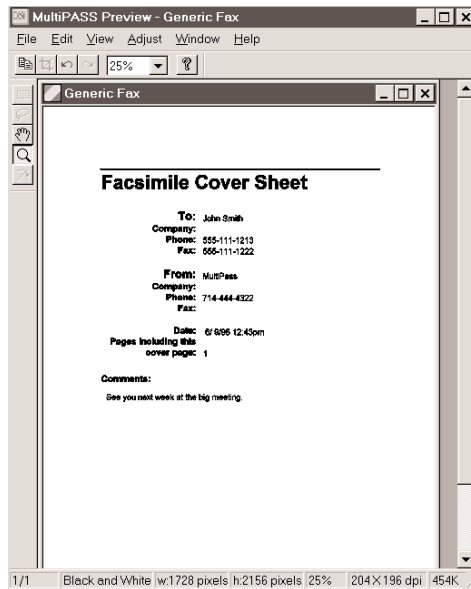
Attaching a cover page

If desired, you can attach a cover page to your fax. The MultiPASS Desktop Manager contains a library of predefined fax cover pages, each providing a different style for both business and personal use. In addition, you can design your own cover page using the MultiPASS Cover Page Designer and add it to the library. Available cover pages are listed alphabetically in the Template list.

For instructions on designing your own cover page, refer to *Designing a Fax Cover Page* on page 4-31.

Previewing the cover page

To view a selected cover page before sending the fax, click **Preview**. The cover page displays the specified recipient(s) and other fax information, including memo text. This display is read only; you cannot edit it.



To print the cover sheet, choose the **Print** command from the File menu. In the Print dialog, choose your printing options and click **OK**.

To close the Preview window, choose the **Exit** command from the File menu. For instructions on editing a cover page, refer to *Designing a Fax Cover Page* on page 4-31.

Entering fax sender information

To identify yourself as the sender of the PC fax, enter your name and telephone number in the From and Phone boxes. Once you send your first PC fax, this information is automatically displayed the next time you send a PC fax. You can change the information as necessary.

Entering a memo

You can include a memo on the fax cover page if the cover page is designed to accept memo text. The font, style, and size of the memo text is determined by the particular design of the selected cover page. You can change these attributes using the MultiPASS Cover Page Designer. For instructions on editing a cover page, refer to *Designing a Fax Cover Page* on page 4-31.

Deleting the fax after sending

If you select the Delete after Sending option, the fax is automatically deleted after it has been successfully transmitted. This option makes it easy to keep your computer free of unneeded documents, thereby maximizing your available disk space.

If you do not select this option, the fax is automatically moved from the Send Fax Manager to the Sent Fax folder after transmission.

Including annotations

Using the editing capabilities of the MultiPASS Viewer (described in Chapter 7, *Working With Documents in the Desktop Manager*, you may have modified your document—for example, by adding text annotations, graphic or text stamps, or highlighting. In this case, you can choose to include these modifications by clicking the Include Annotations option.

If you do not select this option, the original version of the document is faxed, without any added annotations.

Processing the Fax

You can send your fax—either now or later—only when you have specified at least one recipient and fax number. As necessary, you can also place a fax on hold and return to it later. The following sections provide additional information on these processing options.

Sending the fax now

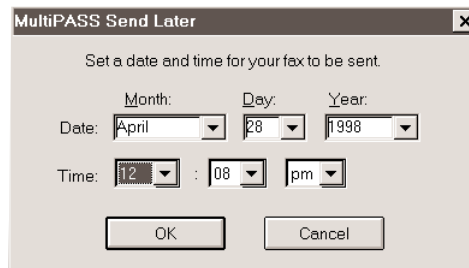
When you click **Send Now**, the fax document is sent to the Send Fax Manager until it is transmitted. Once transmission is complete, the fax is either moved to the Sent Fax folder or deleted, based on whether you enabled or disabled the Delete after Sending option.

If a fax fails (for example, because of an incorrect fax number), it remains in the Send Fax Manager until you attempt to resend it or delete it.

For more information on working with the Send Fax Manager, see page 4-25.

Sending the fax later

If you prefer to send the fax later, you can specify the date and time to send it by clicking **Send Later**. In the Send Later dialog box, select the desired transmission date and time from their respective lists, and click **OK**.



The fax is sent to the Send Fax Manager for processing at the specified date and time.

Holding the fax

You can place a fax document on hold at any time prior to sending it, as long as you have specified at least a fax number. The held fax is sent to the Send Fax Manager with no specified transmission time. Any fax information you entered—such as recipients or cover page information—is preserved. You can decide later whether to send the fax—revising the send information as needed—or to delete it.

Canceling the fax

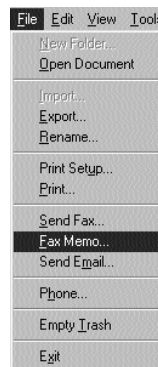
If you cancel the fax while working in the Send Fax dialog, you are returned to the application where you originally initiated the Send Fax (or Print using the MultiPASS Fax driver) command.

Creating a Fax Memo

A fax memo is generally a brief (one-page maximum) fax sent directly from the Desktop Manager, without using another Windows application to create it. Operating directly from the Desktop Manager, you specify the same fax options as described in the *Specifying Send Fax Information* section starting on page 4-16.

1

From the Desktop Manager, choose the Fax Memo command from the File menu or toolbar.



2

In the Send Fax dialog box, enter your fax information and send fax options.

A screenshot of the MultiPASS Send Fax dialog box. The dialog has a title bar 'MultiPASS Send Fax' with help and close buttons. It contains several sections: 'To:' with an 'Address Book' list (John Smith, Sally Jones, Tom Thomas) and a 'Recipients:' list; 'First Name:' (John) and 'Last Name:' (Smith) with a 'New Individual Entry...' button; 'Company:' (Smith and Smith), 'Fax:' (714-555-1212), and 'Email Address:' (John@Smith.com); a checked checkbox for 'Use Outside Dialing Prefix'; 'Subject:' (Lunch Meeting); 'Fax Cover Page' section with 'Template:' (Generic Fax) and a 'Preview...' button; 'From:' (MultiPass) and 'Phone:' (714-555-3333); and a 'Memo:' text area containing 'Wanted to welcome you to the company and wish you great success.' At the bottom, there are checkboxes for 'Delete after Sending' and 'Include Annotations', and buttons for 'Send Now', 'Send Later...', 'Hold', 'Cancel', and 'Help'.

- See *Specifying Send Fax Information* starting on page 4-16 for details.



Note

Because the fax memo is not originating from a document created in another Windows application, be sure to enter the memo message in the Memo box. Also, because your fax memo does not originate from a document that may have been annotated in the MultiPASS Viewer, the Include Annotations option is not available.

The MultiPASS Desktop Manager sends the PC fax to the Send Fax Manager, where it is automatically given a unique system-assigned name, and its progress is tracked until it is actually transmitted. If you specified multiple recipients, an individual fax job for each recipient, with its own fax job number, is sent to the Send Fax Manager. Once transmitted, the fax is placed in your Sent Fax folder (unless you specified that it be deleted after transmission). A record of the sent fax is also recorded to the Fax Log.

Sending a PC Fax From a Windows Application

1

Create a PC fax document.

- Open the Windows application.
- Create and save the document.
- Make sure the document is open.

2

Select the Print command in the application.

- In most Windows applications, you select **Print** or **Print Setup** from the File menu or the toolbar.
- In the Print dialog box, make sure the **Canon MultiPASS C3500 Fax** is selected as your printer, then click **Print**.

In the Send Fax dialog box, enter your fax information and send fax options.

The screenshot shows the 'MultiPASS Send Fax' dialog box. It is divided into several sections:

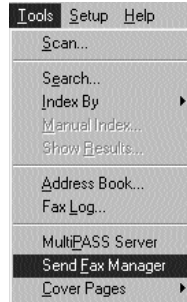
- To:** Includes an 'Address Book' list with 'John Smith', 'Sally Jones', and 'Tom Thomas'. There are 'Add >>' and '<< Remove' buttons. To the right is a 'Recipients:' list.
- First Name:** 'John' | **Last Name:** 'Smith' | **New Individual Entry...**
- Company:** 'Smith and Smith' | **Fax:** '714-555-1212' | **Email Address:** 'John@Smith.com'
- Use Outside Dialing Prefix**
- Subject:** 'Lunch Meeting'
- Fax Cover Page:** **Template:** 'Generic Fax' | **Preview...**
- From:** 'MultiPass' | **Phone:** '714-555-3333'
- Memo:** 'Wanted to welcome you to the company and wish you great success.'
- Delete after Sending** | **Include Annotations**
- Buttons:** 'Send Now', 'Send Later...', 'Hold', 'Cancel', 'Help'

- See *Specifying Send Fax Information* starting on page 4-16 for details.

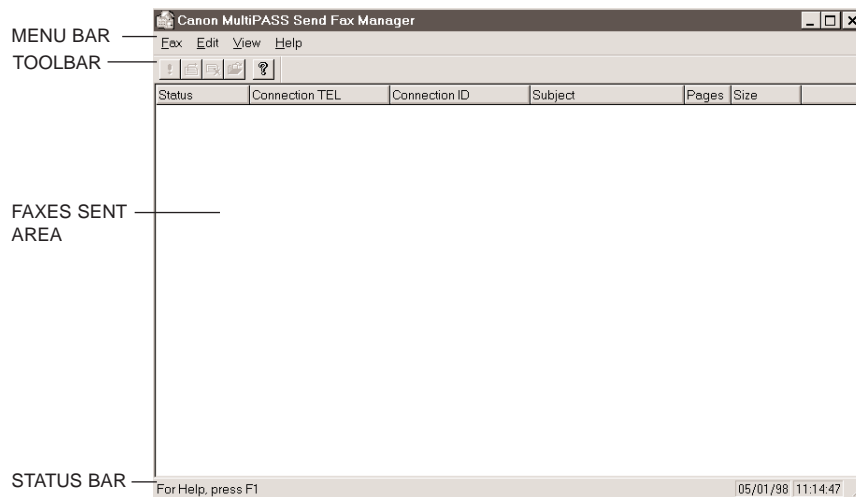
The MultiPASS Desktop Manager sends the PC fax to the Send Fax Manager, where it is automatically given a unique system-assigned name, and its progress is tracked until it is actually transmitted. If you specified multiple recipients, an individual fax job for each recipient, with its own fax job number, is sent to the Send Fax Manager. Once transmitted, the fax is placed in your Sent Fax folder (unless you specified that it be deleted after transmission). A record of the sent fax is also recorded to the Fax Log.

Using the Send Fax Manager

For each PC fax you send, a job is created in the Send Fax Manager. To display this window from the Desktop Manager, choose the **Send Fax Manager** command from the Tools menu or toolbar.



To display the Send Fax Manager from the Windows desktop, click **Start**, then point to **Programs**. Point to **Canon MultiPASS Desktop Manager 3.0**, then click **Canon Send Fax Manager**.



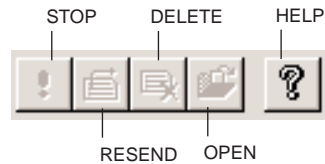
Menu Bar

The menu bar contains the commands that enable you to perform the various Send Fax Manager tasks. Many of the commands can also be accessed using their corresponding button on the toolbar.

Toolbar

The toolbar provides quick access for performing certain Send Fax Manager tasks. In circumstances where a task is unavailable, the toolbar button appears dimmed.

The toolbar contains the following options:



Faxes Sent Area

The Send Fax Manager shows you the status of your faxes, the fax recipient (connection number and ID), its subject, number of pages and size, and date and time. The job currently being processed—the active job—displays at the top of the list. A job remains in the Send Fax Manager until it has been successfully transmitted, in which case, it is moved to the Sent Fax folder (unless you specified that faxes be deleted after transmission), or until you delete it.

Status Bar

You can display additional fax information in the Status Bar, by clicking on a job. When no job is selected, the Status Bar displays information about all jobs.

Fax Status

The Send Fax Manager displays the current status of each job. While working in the Send Fax Manager, you can:

- Stop an active job from PC faxing
- Send a PC fax that has been scheduled for sending later, held, or has failed
- View a PC fax that has been scheduled for sending later, held, or has failed (you cannot edit or save a document using this method)
- Delete a job that is not active

One of the following statuses is assigned to each job in the Send Fax Manager.

Active

The active job is the fax currently being PC faxed. When an active job completes successfully, it is automatically moved to the Sent Fax folder or deleted (based on whether you specified to delete after sending in the Send Fax dialog box).

Queued

A queued job is a fax waiting to be PC faxed. Queued jobs are processed in chronological order.

Scheduled

A scheduled job is a PC fax you specified to send at a later time.

Retry

A job receives the Retry status if the MultiPASS printer is busy with another task, and unable to transmit the PC fax.

The Desktop Manager continues to try sending the fax until the transmission is successful or the Desktop Manager exceeds the defined number of retries. If a job cannot complete successfully within the specified number of retries, the job is marked with a Failed status. The job remains in the Send Fax Manager until you reprocess or delete it.

On Hold

A held job is a PC fax you chose to place on hold, rather than send it immediately. The held job remains in the Send Fax Manager until you choose to send or delete it.

Failed

A job receives a Failed status because a PC fax could not be sent successfully. This occurs because the Desktop Manager exceeded the defined number of retries. For example, a PC fax may have failed because of a continuously busy fax line or an incorrect fax number. When a job is changed to a Failed status, you will see a Fax Failed icon in the notification area of the Windows taskbar. A failed job remains in the Send Fax Manager until you attempt to reprocess or delete it.

Stopped

A stopped job is an active fax that you stopped from processing before it was completed. The stopped job remains in the Send Fax Manager until you attempt to reprocess or delete it.

Stopping an Active Job

If necessary, you can stop the active job from processing. When you do so, the Desktop Manager retains the job in the Send Fax Manager as a stopped job. You can later reprocess or delete the job.

To stop an active job, open the Send Fax Manager and click Stop on the toolbar, or choose the **Delete** command from the Edit menu.

Sending a Scheduled, Held, Failed, or Stopped PC Fax

A PC fax job remains in the Send Fax Manager if it is scheduled for sending later, if it is on hold, if it failed to transmit in the specified number of retries, or it was stopped. You can reprocess the job for sending now or rescheduling it for a different time.

When you send a PC fax from the Send Fax Manager, the Send Fax dialog box displays the information you initially entered for the PC fax. You can change the information as needed. For example, for a PC fax that failed because of a wrong fax number, you can correct the fax number and resend it. Or, for a scheduled PC fax, you can specify a different time for transmission.

Additionally, if a cover page had been attached to the fax, you can edit any memo text or the cover page styles.

Sending a Fax

1. In the Send Fax Manager, click the job you wish to send, then click the Resend button on the toolbar, or choose the **Resend Fax** command from the Fax menu.
2. In the Send Fax dialog box, change any fax options as needed.
3. Process the fax as follows:
 - To process the fax for immediate sending, click **Send Now**.
 - To schedule the fax for a later time, click **Send Later**.

Viewing a Job

Documents in the Send Fax Manager can be viewed, but not edited or saved, as follows:

- Click the job you want to view, then click the Open Document button on the toolbar, or choose the **Open Document** command from the Fax menu.
- Double-click the job.

Deleting a Job

You can delete any job other than the Active job as follows:

- Click the job you want to delete, then press the **Delete** key.
- Click the job you want to delete then click the Delete button on the toolbar, or choose the **Delete** command from the Edit menu.

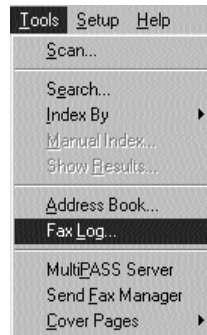
Using the Fax Log

The Fax Log contains a list of fax activity (faxes sent and received). The log lists information for each fax, such as transmission type and status, connection number and ID, document name, number of pages, file size, date and time the fax was sent or received, and the origin of the fax.

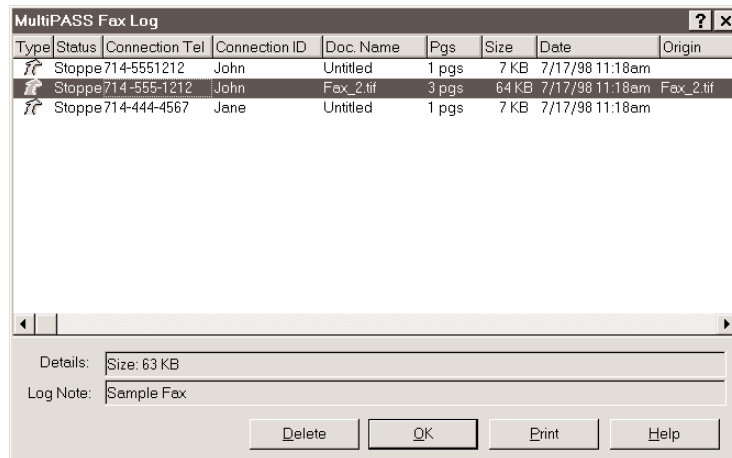
You can use the Fax Log for a variety of purposes, such as reviewing the error status of a failed PC fax. When reviewing the Fax Log, you can also print it.

Displaying the Fax Log

In the Desktop Manager, choose the Fax Log command from the Tools menu or the toolbar.



You see a screen similar to this:



- To display details and log notes about a particular fax document, click the fax to highlight it.
- To delete an entry, highlight the entry and click **Delete**.
- To close the Fax Log, click **OK**.
- To print a hard copy of the Fax log, click **Print**.

Designing a Fax Cover Page

In addition to the set of predefined fax cover pages that are automatically installed into your system, you can design your own fax cover page using the MultiPASS Cover Page Designer. You can also edit or annotate any existing cover page—one installed with the Desktop Manager software or created by you.

When you create a new cover page, you define the page layout, background, graphics, and fax information fields. Fax information fields, or variable fields, provide areas where you place recipient and sender information for a specific fax. You can specify the size of the field, the font, font size, and style of the text displayed for each variable.

You can use a new fax cover page by attaching it when sending a fax with the MultiPASS Desktop Manager, or by printing a hard copy and using it when sending a fax directly from the MultiPASS.

Opening the MultiPASS Cover Page Designer

From the MultiPASS Desktop Manager Tools menu, click **Cover Pages**, then choose the **Cover Page Designer** command.

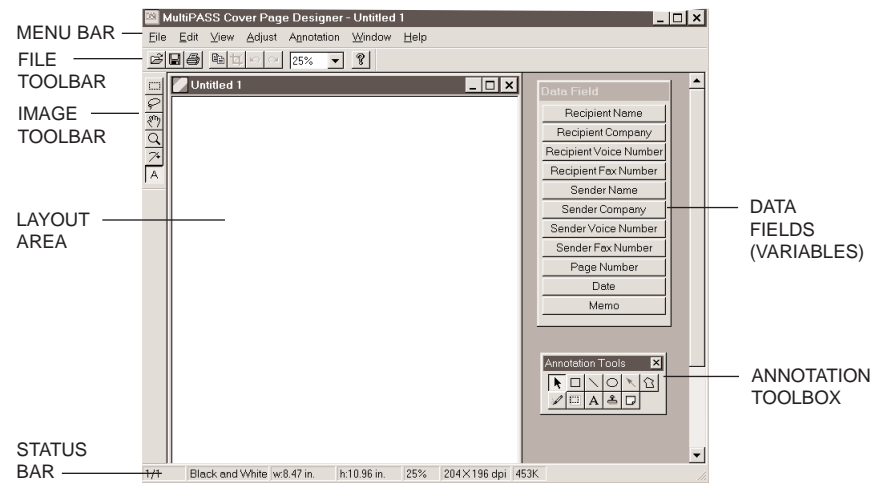


You can also select the **Cover Page Designer** from the toolbar.

To close the cover page designer, choose the **Exit** command from the **File** menu in the **Cover Page Designer** window.

Using the Cover Page Designer

The Cover Page Designer window looks similar to this.



Menu Bar

The menu bar contains commands that allow you to create, edit, and print your fax cover page. Many commands can also be accessed by corresponding buttons on the toolbars.

File Toolbar

The File toolbar provides quick access to commands you use to open, save, print, edit and zoom a fax cover page.

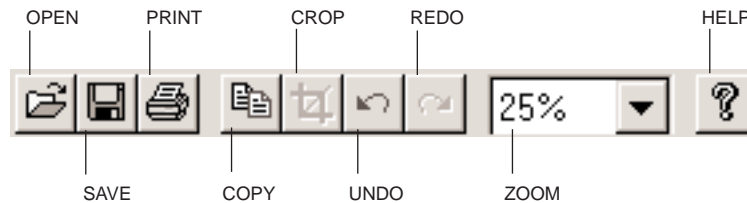
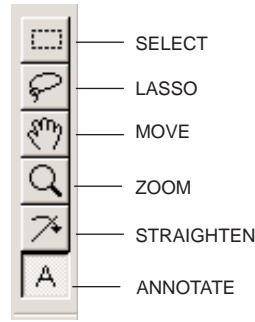


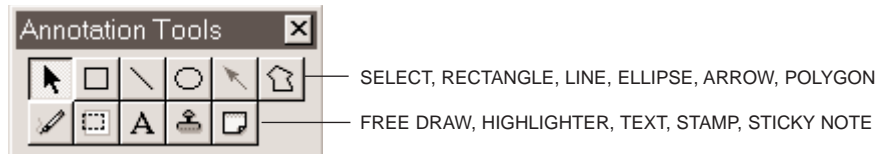
Image Toolbar

The Image toolbar provides quick access to commands you use to select, lasso, move, zoom, straighten, or annotate a fax cover page.



Annotation Toolbox

The Annotation toolbox allows you to add text and graphics to your cover page. Annotations are integral elements of the cover page. Unless you select to “hide them” by choosing the Hide Annotations command from the View menu, they are sent with the cover page, and can be printed, edited, and saved.



Data Fields (Variables)

The Data Fields list contains the fields of information you want to include on the fax cover page. When you use the cover page with the Desktop Manager, these fields are automatically filled in with the appropriate information for a specific fax transmission.

Layout Area

The layout area allows you to visually create and edit the features of your cover page. The size of the layout area corresponds to the size of a standard fax page. You can use the horizontal and vertical scroll bars to view different portions of the cover page, as necessary.

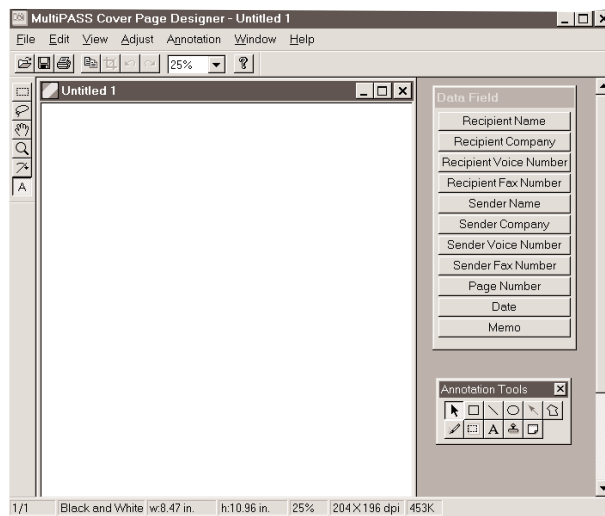
Creating a New Cover Page

The following instructions summarize the overall procedures for creating a new fax cover page. Detailed procedures follow the summary.

1

With the MultiPASS Cover Page Designer open, choose the New command from the File menu.

- A blank document page displays:



2

In the layout area, prepare your fax background.

- Use the tools on the Annotation toolbox.
 - Use the Text tool to add labels for variable data fields (such as *To:* and *From:*) or any other desired text
 - Use the Stamp tool to add BMP formatted graphics (such as a company logo or signature).
- Insert the data fields you want to include in the fax using the options available in the Data Fields list.
- Position the fields at the desired locations on your background. Optionally, adjust the appearance of each field as necessary.

Save the cover page.

- When you have completed the cover page design, choose the **Save** command from the File menu or toolbar.
- In the Enter Title for New Cover Page dialog box, enter a name for your cover page and click **OK**.

Preparing the Cover Page Background

The background includes the permanent text information and graphics you want included on the cover page. For example, you may want to include heading text that provides your company name and address information, labels for the variables fields (such as *To:* and *From:*), and one or more graphics that may represent your company logo or your signature.

You can create a cover page background using the Cover Page Designer, you can create a background in another application (such as Word for Windows, Paint, or Photoshop®) and then import it as a TIFF file into the Cover Page Designer. Once imported, you can edit, annotate, and save the cover page just as if you originally created it in the Cover Page Designer.

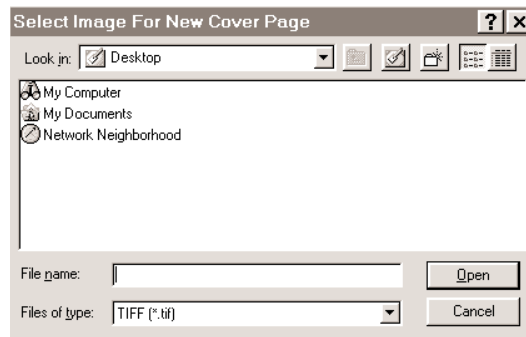
Importing a cover page background

Create and save your cover page.

- Create your cover page in the desired application.
- Save it as a TIFF file.

With the Cover Page Designer open, choose the Import command from the File menu.

- You see a screen similar to this:



- In the Select Image for New Cover Page dialog box, locate the cover page you want to import and click **Open**.
- You can now edit and save the cover page as desired.

Setting Preferences

Before working on your cover page, you may want to set the following preferences in the Cover Page Designer to better suit your working needs:

- Set the Unit of Measurement—On the File menu, click **Preferences**. Set the unit of measurement to Pixels, Inches, or Centimeters from the list and click **OK**.
- Display Rulers—On the View menu, click **Show Rulers**.
- Note the other settings that you can adjust to your working needs.

Adding Labels and Text

You may want to add labels for the data fields you will be using (such as *To:* or *From:*) or other text to your cover page using the Text tool from the Annotation toolbox. Once added, you can choose text attributes: font, font size and color, special effects (underline, strikethrough), background color, and mode.

When selecting a font, font size, a color, or special effect, keep in mind that it affects the *entire* text contained in the box. If you change any of the attributes while editing text, or while the text box is selected, it changes all the text in the box.

Adding text to the cover page

1. If not selected, click the **Annotations** button on the Image Toolbar.
2. On the Annotations toolbox, click the **Text** tool and drag the cursor to draw an appropriately sized square or rectangle in the layout area.
3. Enter the new text.
4. Click the Select tool from the Annotations toolbox, then click the new text.
5. Right-click inside the newly drawn square or rectangle to select the desired text adjustment options from the Annotations option.
 - Click **Select Font** to set font properties for the text
 - Click **Set Background Color** to set a background color
 - Click **Set Foreground Color** to set a text color.
6. Click outside the text box.
7. On the File menu, click **Save**. The new text is added to the cover page.



If this is the first time you have saved the cover page, the Enter Title for New Cover Page dialog box displays. Enter a name for your cover page and click **OK**.

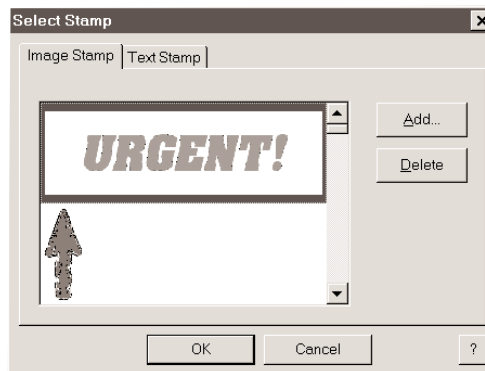
Editing text added to a cover page

1. On the Annotation toolbox, with the Selection tool selected, double-click the text you added. The cursor changes to an insertion point.
2. Edit the text as needed.
3. Click outside the area of the text box.
4. On the File menu, click **Save**.

Adding Graphics

You can insert either a text or graphic image stamp on your cover page. The Desktop Manager contains a library of available stamp images, stored as BMP files, that were installed with the Desktop Manager software. Additionally, you can add special graphics (such as a company logo or personal signature) into the stamp library provided the graphic is saved in a BMP format.

1. Choose the **Select Stamp** command from the Annotation menu.



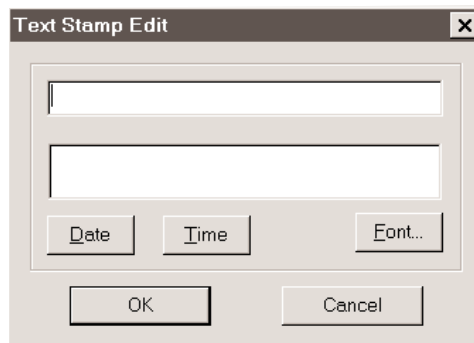
2. In the Select Stamp dialog box, click **Add**. An Open dialog box displays.
3. Locate the BMP file you wish to add to the Stamp library and click **Open**. If you have multiple graphics you want to add, repeat this step.
4. Click the first graphic you want to insert into the cover page and click **OK**.

5. Click the Stamp tool on the Annotation toolbox.
6. Click the mouse at the location where you want to place the graphic in the layout area.
7. To add a different graphic to the cover page, choose the **Select Stamp** command from the Annotation menu.
8. Click the graphic you want to insert and click **OK**.
9. Click the **Stamp tool** on the Annotation toolbox.
10. Click the mouse at the location where you want to place the graphic in the layout area.
11. Adjust the size and characteristics of the graphics as desired (see *Modifying a Predefined Fax Cover Page* on page 4-42.).
12. On the File menu, click **Save**. The graphic is added to the cover page.

Creating a text stamp

You can also create and use a Text Stamp on your cover page.

1. Choose the **Select Stamp** command from the Annotation menu. The Select Stamp dialog box displays.
2. Click the **Text Stamp** tab.
3. Click **Add**.



4. In the Text Stamp Edit dialog box, type the text you wish to assign to the Stamp.
 - To add a date to the stamp, click **Date**.
 - To add the current time to the stamp, click **Time**.
 - To change the font and text characteristics of the text, click **Font**.
5. Click **OK** to close the Edit Text Stamp dialog box.
6. Click **OK** again to save the text stamp and close the Select Stamp dialog box.

Editing a text stamp

1. Choose the **Select Stamp** command from the Annotation menu.
2. Click the **Text Stamp** tab.
3. Click the stamp you want to edit, then click **Edit**.
4. Modify the text and click **OK**.
5. Click **OK** to close the Select Stamp dialog box.

Removing an image or text stamp

1. Choose the **Select Stamp** command from the Annotation menu.
2. Click the stamp you wish to remove, then click **Delete**. A confirmation message displays.
3. Click **Yes**.
4. Click **OK** to close the Select Stamp dialog box.

Inserting a text stamp

1. Choose the **Select Stamp** command from the Annotation menu.
2. Click the **Text Stamp** tab on the Select Stamp dialog box.
3. Click the text stamp you wish to insert into the cover page and click **OK**.
4. Click the mouse at the location where you want to place the text stamp in the layout area.

Creating a Drawing Graphic

You can also annotate your cover page with one or more drawing objects that include a straight line, a single-headed arrow, a hollow rectangle, and a hollow circle or ellipse. When you draw the object, you can select the color, line thickness, and style of line for the object.

1. On the Annotation toolbox, click the drawing object tool: Arrow/Line, Rectangle, or Circle.
2. From the Annotation menu, select the color, line thickness, and style of line for the object you are drawing. For an arrow or line, also select the particular style you want to use.
3. At the desired location in the layout area, drag the cursor to draw the object. When you release the mouse button, the object is completed.
4. From the File menu, click **Save**. The new graphic is added to the cover page.

Adding Variable Data Fields

You can insert variable fields that are filled in with actual data when you attach the cover page to a particular fax. You can choose any or all of the available fields, placing them at a desired location in the layout area. Fields are placed on top of any cover page background or images. Each field displays sample text to illustrate the current font, font size, and text attributes. Actual data is added to the field when the fax is sent.

Only the variable fields shown in the variables bin are available for you to use in the cover page. You cannot add or delete a field to or from the existing set. You also cannot use a single field more than once on a cover page.

Inserting a field

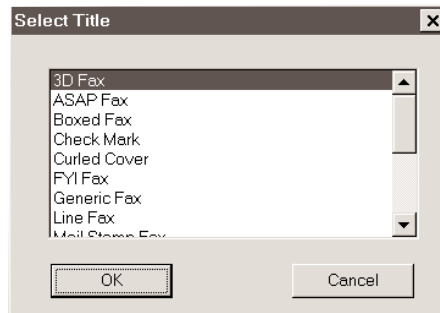
1. Click the desired data field on the Variables Bin.
2. Drag the cursor to draw an appropriately sized square or rectangle in the layout area.
3. Click the Selection tool from the Annotations toolbox, then click the new data field.

4. Right-click inside the newly drawn square or rectangle to select the desired text adjustment options from the Annotations option.
 - Click **Select Font** to set font properties for the text.
 - Click **Set Background Color** to set a background color.
 - Click **Set Foreground Color** to set a text color.
5. Click outside the text box.
6. Align the data fields as desired (see *Modifying a Predefined Fax Cover Page* below.)
7. On the File menu, click **Save**. The data fields are added to the cover page.

Modifying a Predefined Fax Cover Page

The following instructions summarize the basic procedures for modifying a predefined fax cover page. Detailed procedures follow this summary.

1. With the Cover Page Designer open, choose the Open command from the File menu or toolbar. You see a screen similar to this:



2. Highlight the desired fax cover name and click **OK**.
3. With the cover page open in the Cover Page Designer, drag the information fields to the locations that you prefer; delete and/or add information fields.

4. On the File menu, click **Save** or **Save As**.
 - If you would like to keep the original page, use **Save As** to give the modified page a new distinct name.
 - If you would like to replace the original cover page, use **Save**.

Adjusting Text and Variable Fields

Once you have placed the desired text labels and variable fields into the layout area, you can adjust the appearance of any text or data field. You can resize, move, or delete text or data fields. When you delete a data field, the field is removed from the layout area and returned to the variables bin.

Additionally, you can set the text attributes for text or data fields and align two or more fields on the right, left, top, or bottom.

- To select text or data field in the layout area:
 - To select a single text box or data field, click the Select tool from the Annotations toolbox, then click the text box or data field.
 - To select more than one text box or data field, hold down the Shift key and click the desired text and/or data fields.
- To move text or data fields, drag the selected text box or data field to the new location.
- To delete a text box or data field, select the text box or data field and press the **Delete** key.

Resizing a field

With the exception of the Memo field, most of the variable fields consist of a single line of text. If the variable information to be placed in the field is longer than the field size, the text does not automatically wrap onto the next line. Instead, the text is truncated to fit the length of the field. For this reason, you may want to resize fields to ensure that the full line of text is visible on the cover page when the fax is sent.

Because the Memo field typically contains multiple text lines, this variable field does provide for automatic text wrapping. However, make sure the size of the Memo field is large enough to accommodate the length of memo text that you may enter in the Send Fax dialog box. If the Memo field is not large enough, not all the lines of a memo text may be visible when the fax cover page is sent.

To resize the field, click the field and drag any sizing handle.

Copying Fields

If you want to copy a field or graphic item and paste it into another Windows application which supports a Paste option, you can do so using the Copy command. When you copy a field or graphic item, it is placed in the Cover Page Designer clipboard. From the clipboard, you can paste it into any Windows application that supports this command.

1. Select the field/graphic element to be copied. Now choose the **Copy** command from the Edit menu or toolbar, or click the right mouse button and select Copy from the Edit menu.
2. Open the Windows application where you want to paste the item.
3. Paste the item into the Windows application (usually, by selecting the Paste command from the Edit menu or toolbar).

Removing an Annotation

If you decide you no longer want an item to appear in your cover page, you can remove it permanently by selecting it and pressing the **Delete** key.

Adjusting the Orientation and View

When creating or editing a cover page, you may want to adjust your view of it by rotating or flipping the page.

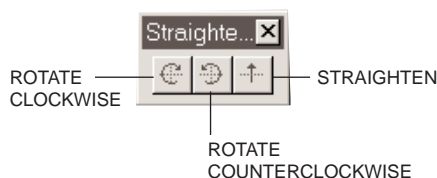
From the Edit menu:

- Click **Rotate**, then choose 90, 180 (flipping the document upside down), or 270.
- Click **Flip**, then choose Horizontal or Vertical.

Straightening a Document Display

In designing a cover page, you may need to straighten the base image (for example, a scan that is crooked) before you begin adding text or graphics to it. You can straighten a cover page using the Straighten Tools.

1. Open the cover page in the Cover Page Designer. On the Image toolbar, click the Straighten button. A Straighten toolbar displays and crosshairs appear over the cover page.



2. On the Straighten toolbar, click the Rotate Clockwise or Rotate Counterclockwise buttons until the cover page is evenly aligned in the crosshairs.
3. Click the Straighten button.
4. On the File menu, click **Save**.

Adjusting the Display

The Cover Page Designer provides you with different levels of magnification allowing you to work at the most comfortable size. You can zoom in and out at predefined increments, or specify a particular size or scale. You can also use the Fit Image to Window option, which adjusts the document image size so that the entire cover page is visible within the window.

To zoom in or zoom out on the cover page, do one of the following:

- From the View menu, click **Zoom**, then select the desired level of magnification.
- From the File toolbar, select the desired level of magnification from the list.

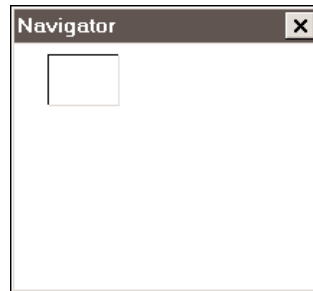
- From the Image toolbar, click the Zoom tool and:
 - To increase magnification, click the document.
 - To decrease magnification, press and hold the **Alt** key, then click the document.

To fit the cover page to the display window, click **Fit Image to Window** from the View menu.

Scrolling through a Zoomed Cover Page

If you need to work on particular aspects of a cover page (for example, to modify a recurring graphic), you can scroll through the cover page while maintaining a high level of magnification. To do this, you use the Navigator and Scroll tools.

1. From the View menu, click **Show Navigator**. The Navigator window opens in the right corner of the screen. Inside the Navigator, a white rectangle indicates the area of your cover page that is currently in view.



2. On the Image toolbar, click the Move button. The cursor turns into a hand.
3. While tracking your position in the Navigator window, click and hold the left mouse button and drag the image to bring the desired area of the cover page into view.

Editing the Base Image

While working with a cover page, you may need to edit the base image that underlies all annotations. When editing a base image, you can select, crop, or flip a specific area. For example, to create a novel effect, you may want to flip an imbedded graphic on its vertical or horizontal axis.

Selecting an area of a cover page

1. On the Image toolbar, choose either the Select or Lasso tool.
 - Use the Select tool for areas that fit easily inside a square or rectangle.
 - Use the Lasso tool for irregularly shaped areas.
2. Drag the cursor to draw the appropriately shaped container for the area you want to select.

Cropping a cover page

1. Select the area of the cover page to which you want the entire cover page to conform.
2. Choose **Crop Inplace** from the Edit menu or File toolbar.

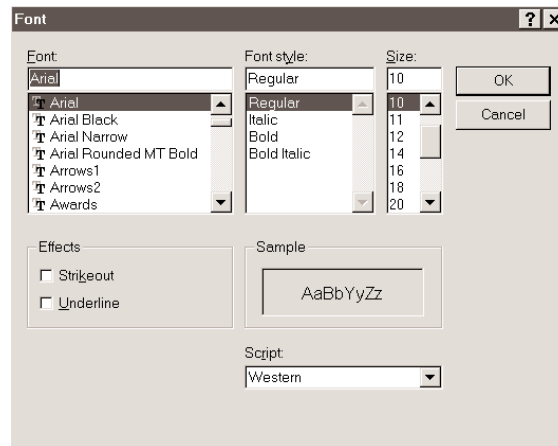
Flipping a cover page

- To flip the entire cover page, select **Flip** from the Edit menu, then choose **Horizontal** or **Vertical**.
- To flip a selected area of a cover page.
 - Select an area of the cover page.
 - Select **Flip** from the Edit menu, then choose **Horizontal** or **Vertical**.

Changing Text Attributes

Once you have placed text labels and fields in the layout area, you can change the font and font size of the text, choose a text style (bold, italic, underline), or change the font color. If you have multiple fields to which you want to assign the same attributes, you can select the fields together and make the change to all the selected fields at once.

1. In the layout area, select the label(s) or field(s) you want to change.
2. Choose the **Select Font** command from the Annotation menu. You see a screen similar to this:



3. Choose the appropriate text attributes (notice that a sample of your selections is displayed in the Sample box):
 - Select the font and font size from their appropriate list boxes.
 - Select Italic, Bold, or Italic Bold from the Font Style list box.
 - Select Strikeout and/or Underline from the Effects options.
4. Click **OK** to apply the settings.

Changing Text Color

1. In the layout area, select the field(s) you want to change.
2. Choose the **Foreground Color** command from the Annotation menu, then choose the desired color.

Aligning Fields

When placing labels, graphics, or variable fields in the layout area, you may be concerned that they properly align, to make them more visually appealing. You can align two or more selected fields, based on the position of the first field you select. The first field selected in the set of fields to be aligned is the anchor for the alignment.

You can align fields, based on the first selected field, by their top, bottom, left, right, horizontal center, or vertical center locations.

1. Select the two or more fields you want to align.
2. Choose the **Align** command from the Annotation menu, then select the desired align option.

Adding Additional Annotations to Your Cover Page

The following sections describe additional ways in which you can annotate your cover page.

Adding a Sticky-Note Annotation

Rather than add text directly to a cover page, as you do with the Text tool, you can add a Sticky-Note on any portion of your cover page as a graphic element.

When you add a Sticky-Note, you can choose the text attributes: font, font size and color, background color, and special effects (underline, strikeout).

You can type any text that you want for the Sticky-Note, editing the note later if necessary. If you select a font, font size, a color, or special effect, it affects the entire note. If you change any of the attributes while editing a note, or while the note is selected, it changes all the text in the note.

Adding a sticky-note

1. In the Annotations toolbox, click the Sticky-Note tool and drag the cursor to draw an appropriately sized square or rectangle.
2. Click the Selection tool, then click the Sticky-Note.
3. Select the desired adjustment options from the Annotations menu.
 - Click **Select Font** to set font properties for the text.
 - Click **Set Background Color** to set a background color for the note.
4. Type the text of your note.
5. To add the Sticky-Note to your cover page, click outside its borders.

Editing the text in a sticky-note

1. On the Annotations toolbox, with the Selection tool selected, double-click the Sticky-Note. The cursor changes to an insertion point.
2. Edit the text as needed.
3. Click outside the area of the Sticky-Note.
4. On the File menu, click **Save**.

Highlighting Your Document

You can add a color highlight to text or other images in your cover page. To do this, select a color and then draw a rectangular highlight over the desired area. All highlight colors are transparent and display in the color you specify. When you print the document, the highlighted region prints as gray shadings.

1. On the Annotations toolbox, click the Highlighter tool.
2. To select a highlighting background color, choose the Background Color command from the Annotation menu, then select the desired color.
3. Drag the cursor over the area you want to highlight. When you release the mouse button, the highlight is completed.

Reverting to the Last Saved Version

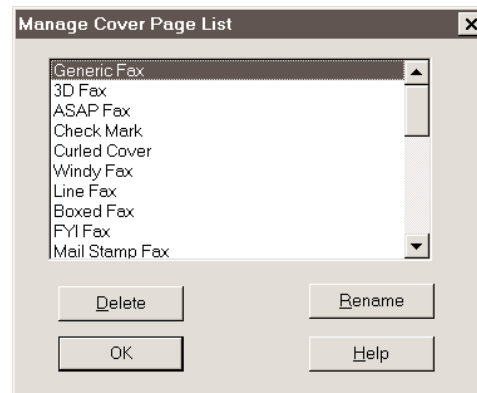
If you are dissatisfied with changes that you have made to your cover page, you can discard them and return to the last saved version.

To revert to the last version, choose the **Revert to Original** command from the File menu. When the confirmation message displays, click **Yes**.

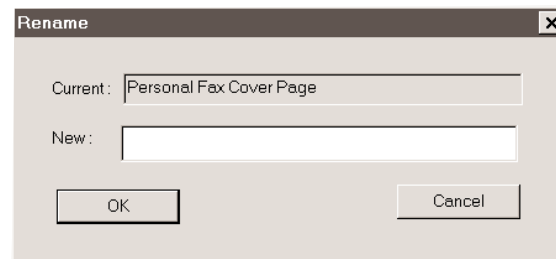
Renaming a Cover Page

You can rename a cover page at any time in the Desktop Manager.

1. Choose the **Cover Pages** command from the Tools menu, then select **Manage Cover Pages**.



2. In the Manage Cover Page List dialog box, highlight the cover page you want to rename and click **Rename**.



3. In the Rename dialog box, type the new name for the cover page and click **OK**.
4. Click **OK** to close the Manage Cover Page List dialog box and save your changes.

Printing a Cover Page

You can print your cover page to review it.

1. Choose the **Print** command from the File menu or toolbar.
2. In the Print dialog box, specify the desired print options and click **OK**.

Deleting a Cover Page

You can delete a cover page that you no longer need from the Desktop Manager.

1. Choose the **Cover Pages** command from the Tools menu, then select **Manage Cover Pages**. The Manage Cover Page List dialog box displays.
2. Highlight the cover page you want to delete and click **Delete**. A confirmation message displays.
3. Click **Yes** to delete the cover page.
4. Click **OK** to close the Manage Cover Page List dialog box and save your changes.



The MultiPASS C3500 has four Receive Modes:

- Fax Only Mode
- Fax/Tel Mode
- Manual Mode
- Answer Machine Mode

You set the Receive Mode during the MultiPASS installation procedure. (See your *Quick Start Guide* for details.)

You can change the Receive Mode and the Receive Fax options through the MultiPASS Desktop Manager. See page 8-7 for details.

Receiving Documents

During reception of a fax:

- If the unit runs out of paper or if the BJ cartridge runs out of ink, the MultiPASS receives the remainder of the document in memory.
- To stop receiving before the document is complete, press **STOP**. Then press * to cancel reception.
- If the ALARM light is flashing for any reason, correct the error and then press **STOP**. If necessary, see Chapter 10, *Troubleshooting*.
- If an error occurs, the MultiPASS beeps intermittently for a few seconds. If this happens, contact the other party and have them resend the document.

Receiving Documents Automatically—Fax Only Mode

When you set up the MultiPASS for a dedicated fax line, the unit is prepared to automatically receive a document whenever a call comes over the fax line. If a voice call comes in, the caller will hear the fax tone.

Receiving Both Documents and Telephone Calls Automatically—Fax/Tel Mode

In Fax/Tel Mode, the MultiPASS monitors all incoming calls over the telephone line. When the MultiPASS receives an incoming call, it checks to see if the call is from another fax machine trying to send a document or from someone wanting to talk to you. You must have a telephone connected to the MultiPASS to use this mode.

How Fax/Tel Mode Works

In Fax/Tel Mode, a telephone attached to the MultiPASS will not ring when it receives a call from another fax machine that is trying to send a document. This is so that you are not disturbed when your MultiPASS is communicating with another fax machine. The unit automatically receives the document.

If the call is from a person, the MultiPASS rings to alert you to pick up the phone. You must pick up the telephone connected to the MultiPASS.

If you do not pick up the telephone connected to the MultiPASS within 15 seconds (set by the Ring Time option), the unit stops ringing. It checks again to make sure the call is not from a fax machine and then hangs up.



Note

The MultiPASS does not recognize an extension telephone connected to another phone jack (that is, not connected to the MultiPASS).

If a call comes in and you pick up an extension phone, the telephone connected to the MultiPASS will continue to ring for 15 seconds, check for a fax, and then hang up.

Receiving Documents Manually—Manual Mode

You will want to set your MultiPASS to receive documents manually when you want to personally check each incoming call to see if it is from a fax or from a person. You must have a telephone attached to the MultiPASS.

When the telephone attached to the MultiPASS rings, pick up the telephone.

- If you hear a person's voice, start your conversation. If the caller wants to send a document after talking to you, confirm that the document is loaded and request that the caller press the **START** button. Wait on the line until you hear a slow beep or silence (depending on the sending fax unit), then press **START/COPY** to receive the document.
- If you hear a slow beep or silence, another fax is trying to send you a document. Press **START/COPY**.



Your MultiPASS begins receiving the document.

- Hang up the telephone after the MultiPASS displays **RECEIVE**. If you don't hang up, the MultiPASS beeps intermittently for a few seconds after you receive the document. To disable the beeping, turn off the Off Hook Alarm option in the Advanced: Send Fax dialog box. (See page 8-5 for details.)

Using the Telephone for Remote Reception of a Fax

If you pick up the handset of the telephone connected to the MultiPASS and you hear a fax tone, you can start receiving the document manually by entering a two-digit ID code from the phone. This is particularly convenient if you are using a cordless phone and you answer the phone away from the MultiPASS.

To use this feature, the telephone must be plugged into the telephone jack of the MultiPASS (see your *Quick Start Guide* for details). The Remote Receive option must be enabled in the Advanced: Receive Fax dialog box. (The default is enabled.) For details, see page 8-9.

Use the telephone to receive manual calls as follows:

1. When you answer a call and hear a long beep or silence, a fax is being sent.
2. Enter the two-digit ID code on your telephone (the default code is 25). Wait for five seconds, then hang up. The MultiPASS then begins receiving the document.



Note

If you have an answering machine connected to your MultiPASS and you can control your answering machine from a remote telephone, make sure the security code for this function is different than the two-digit ID code described above. You change the two-digit ID code used by the MultiPASS to make it distinct from the answering machine's security code. See page 8-11.

Using an Answering Machine—Ans. Machine Mode

Connecting an answering machine to the MultiPASS allows you to receive faxes and phone messages while you are out of the office.

In Answer Machine Mode, the MultiPASS allows the answering machine to answer incoming calls, then listens for a fax tone or for four seconds of silence (also an indication that a fax is coming in), and automatically receives the fax if it detects the tone or a four-second silence. (Four seconds is the default; you can change this value.)



Note

Canon does not recommend using an “answering service” (like those offered by local telephone companies that provide voice mail) on the telephone line you are connecting to the MultiPASS. If you do subscribe to an answering service, you may want to dedicate a separate line for fax communication only and connect that line to the MultiPASS. Or, you can see if your telephone company offers a Distinctive Ring Pattern (DRP) service (see page 5-9 for details).

Using the MultiPASS With an Answering Machine

Follow these guidelines when using the MultiPASS with an answering machine:

- Set the answering machine to answer on the first or second ring.
- If the MultiPASS runs out of paper or ink in Answer Machine Mode, it receives all faxes into its memory. The faxes then print automatically when you add paper or replace the BJ cartridge.
- When recording the outgoing message on the answering machine:
 - The entire message must be no more than 15 seconds long.
 - In the message, tell your callers how to send a fax. For example:
“Hello. I can’t answer the phone right now, but please leave a message after the beep. I’ll return your call as soon as possible. If you would like to send a fax, press the start button on your fax machine after you leave your message. Thank you.”

Printing Documents Received in Memory

If one of the following errors occurs while the MultiPASS is receiving a document, the unit stores the document in memory:

- BJ cartridge runs out of ink
- BJ cartridge is not installed
- Sheet feeder runs out of paper
- Paper jam occurs

The MultiPASS can store up to 42 letter-size pages (based on the CCITT No. 1 chart) or 20 separate documents.

The LCD display shows REC'D IN MEMORY alternating with the error message when the memory contains documents. The MultiPASS will automatically print the contents of memory when you correct the problem and press the **STOP** button.

After printing the document(s) stored in memory, the MultiPASS erases the document(s) from memory.



Note

If you are using the MultiPASS Desktop Manager and it is set to *Save in memory*, the MultiPASS stores incoming faxes in its memory when the computer is off. In this case, you will see the REC'D IN FILE message. See *Receiving Faxes to The MultiPASS Desktop Manager* below for details.

Receiving While Copying, Printing, or Registering

Because the MultiPASS supports multitasking, you can receive a document or a phone call while you are:

- Making a copy
- Printing a document
- Entering information

If you are making copies or printing a document and the MultiPASS receives a fax, it stores the document in its memory. It then prints the document as soon as you finish making copies or printing. If you are entering information into the LCD menu system and the MultiPASS receives a fax, it prints the document immediately (it does not store the document in memory).

Receiving Faxes to the MultiPASS Desktop Manager

When your computer is on, you can automatically receive incoming faxes to the MultiPASS Desktop Manager.

When your computer is off, the MultiPASS stores received faxes in its memory until you either print them or you turn on the computer. When you turn on the computer, you can send the faxes to the MultiPASS Desktop Manager.

The MultiPASS can also print incoming faxes directly. If your computer is going to be off for a while and you are expecting incoming faxes, it's a good idea to set the MultiPASS to automatically print incoming faxes.

Receiving a Fax Into the In Box

To receive a fax into the In Box of the MultiPASS Desktop Manager, your computer must be on and the MultiPASS Server must be running. You must also have selected Upload Fax in the Receive Conditions of the Desktop Manager. (See page 8-8 for details.)

The Receive Conditions determine how your faxes are received by the MultiPASS.

- When Computer is Off
 - Set this to **Print Fax** to always print an incoming fax.
 - Set this to **Save in memory** to save an incoming fax in the MultiPASS's memory. You can then print the fax, or upload it to the MultiPASS Desktop Manager after you turn on the computer.
- When Computer is On
 - Set this to **Upload Fax** to receive all your faxes to the MultiPASS Desktop Manager.
 - Set this to **Print Fax** to always print an incoming fax.

Printing a Received Fax When Your Computer Is Off

When a document is in its memory, the MultiPASS displays the message REC'D IN FILE and alternately flashes the date.

To upload the fax to the MultiPASS Desktop Manager, simply turn on the computer.

If you want to print a fax that is stored in memory in the MultiPASS without turning on the computer, follow these steps:

1

On the MultiPASS,
press the
FUNCTION key.



2

Press < or > on
the one-touch
speed dialing
keypad.



3

Press START/COPY.



The MultiPASS begins printing the document.



Note

Once the MultiPASS prints a fax, it erases the fax from its memory.

Using the Distinctive Ring Pattern Detection (DRPD) Feature

Some phone companies offer a distinctive ring pattern (DRP) service whereby they assign two or more telephone numbers with distinctive ring patterns to a single telephone line. If your phone company offers such a service, you can have both a fax number(s) and a telephone number(s) for your MultiPASS using only one telephone line.

Your MultiPASS will automatically detect incoming calls. Based on the distinctive ring pattern, the MultiPASS knows if the call is from a fax machine trying to send a document or from a telephone trying to make a voice call.

Use the information in this section to set up the MultiPASS for use with a DRP service. For more details on the DRP service, contact your local telephone company. (Your telephone company may have a different name for this service. Also, this service may not be offered in all areas.)

Types of Ring Patterns

Your telephone company will assign a distinctive ring pattern to each number when you order the DRP service. The setting you make in the MultiPASS must match the setting assigned by the telephone company.

You can set the MultiPASS for the following ring patterns:

- Normal ring—Ring type of normal telephone line (Recommended for voice calls)
- Double ring—Two short rings at regular intervals (Recommended for fax calls)
- Triple ring—Short-short-long at regular intervals
- Triple ring—Short-long-short at regular intervals
- Other ring type—Patterns other than those described above

You set the DRPD Switch Options in the Advanced: Receive Fax dialog box (see page 8-11 for details).

You must set all DRPD ring numbers in the MultiPASS. You select the ring pattern and then specify whether the pattern is for telephone calls, faxes, or both (fax/tel switching). See the next section for details.

How DRPD Responds to Calls

When there is an incoming call, the MultiPASS checks the incoming ring pattern and determines the type of pattern being received. The MultiPASS may require up to 10 seconds to determine the pattern type. During this time, any telephone device connected to the MultiPASS will not ring. After the pattern is detected, the MultiPASS reacts according to how you registered the setting.

Your Setting	Incoming Call From Fax	Incoming Call From Telephone
Fax	Receives the fax document without ringing.	Answers as a fax machine.
Tel	Rings to alert you to pick up the telephone. Press START/COPY to receive the fax (Manual Mode).	Rings to alert you to pick up the telephone and take the call.
Fax/Tel	Switches to receive mode for fax transmission signals and does not ring.	Rings to alert you to pick up the telephone and take the call.

Communicating Using the Distinctive Ring Pattern Detection (DRPD) Feature

Using the MultiPASS with a DRPD service *is almost* the same as using it with a normal telephone line.

When you turn on DRPD, the Receive Mode defaults to Fax/Tel Mode. (You cannot change this Receive Mode.)

When someone calls using the number assigned for telephone communication, the MultiPASS rings in the pattern you registered for telephone calls. When you hear this pattern, simply pick up the telephone connected to the MultiPASS and talk. If you do not pick up the telephone, the MultiPASS continues to ring until the other party hangs up.

When someone sends a fax using the number assigned for fax communication, the MultiPASS does not ring. It receives the document automatically.

Scanning With the MultiPASS C3500

6

Scanning

You can use the MultiPASS C3500 to scan documents from the Desktop Manager, or from any TWAIN-compliant Windows application.

When you scan a document in the Desktop Manager, the ScanGear window displays, allowing you to set certain scanning options and conditions. This chapter provides instructions on setting scan options using the ScanGear window.

When you scan a document in a Windows application, the application may or may not display the ScanGear window. If the ScanGear window is not displayed, see the documentation for the Windows application you are working in for instructions on setting scan options.

Typically, when you scan a document using the ScanGear window, you first scan a preview of the document. The preview image allows you to review the results of your scanned document and make any necessary adjustments (for example, to size, contrast, and so on). When you are satisfied with the results, you then perform the final scan of the document. The system then places the final image into the Desktop Manager or your Windows application.

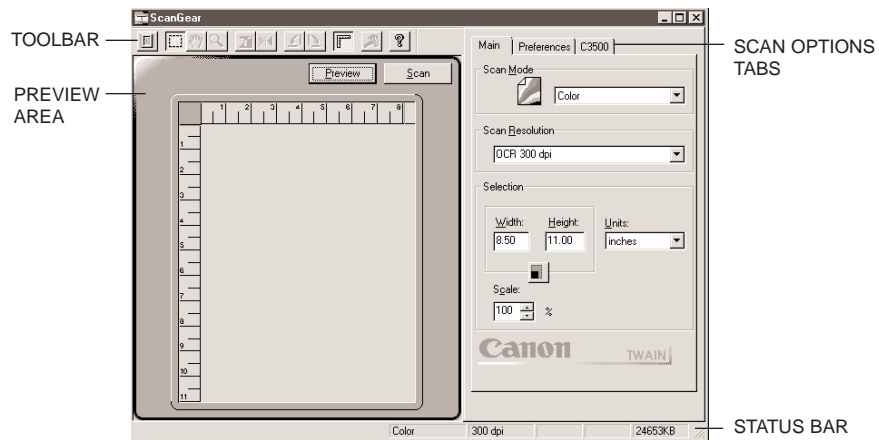
This chapter describes:

- Exploring the ScanGear window
- Scanning with the Desktop Manager
- Scanning from a Windows application
- Setting the preview scan options
- Adjusting the preview image for the final scan

Exploring the ScanGear Window

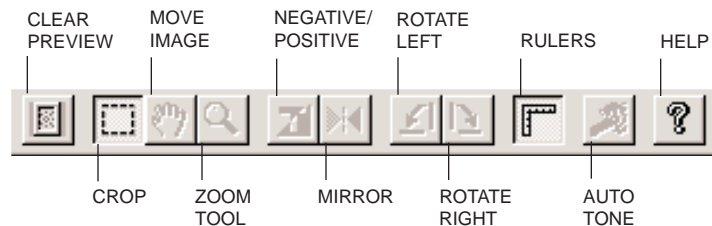
This section provides an overview of the basics of the ScanGear window. Detailed instructions for using the various commands and components of the window are provided in later sections of this chapter.

The ScanGear window looks similar to this:



Toolbar

The toolbar provides buttons for performing certain tasks when scanning. In circumstances where a task is unavailable, the button on the toolbar appears dim.



Preview Area

The preview area displays a preview image of the document you scan. A preview image enables you to adjust various document characteristics before you perform the final scan. For example, you can make adjustments to the size, the orientation, or the tone of the image.

Scan Option Tabs

The Scan Option tabs provide adjustment options when performing a preview or final scan.

Status Bar

The status bar displays information on the scan process status. This information can include the scan mode, scan resolution, size (width and height), and the resulting file size of the scanned image.

Displaying Information About the Scan Driver

You can display version and copyright information about the scan driver using the About dialog box.

1. On the title bar in the ScanGear window, click the right mouse button.
2. On the displayed menu, click **About ScanGear**.
3. To close the dialog box, click **OK**.

Scanning With the Desktop Manager

You can use the MultiPASS and the Desktop Manager to scan an image. The resulting document is displayed in the Desktop Manager and is automatically provided with a unique system-assigned name. You can rename the document later as desired.

Each image you scan is placed into the Scan folder as a TIFF document. A scanned document remains in the Scan folder until you move it or delete it. A scanned document can be reviewed, annotated, printed, or sent as a fax. For more information on these tasks, refer to Chapter 7, *Working With Documents in the Desktop Manager*.

The following instructions summarize the overall procedures for scanning an image. Detailed instructions follow later in this chapter.

1. Place the image you want to scan face down in the ADF (automatic document feeder) of the MultiPASS.
2. In the Desktop Manager, select the **Scan** command from the Tools menu or toolbar.

3. In the ScanGear window, specify the scan preview options for your document as necessary.
4. Click **Preview**.
5. Review the display of the scanned preview image in the scan window. Adjust the properties of your image as necessary.
6. Replace your document in the document feeder of the MultiPASS.
7. Click **Scan**.

An indicator displays showing you the progress of the scan. Once complete, the image is stored in the Scan folder, where it remains until you move or delete it.

Scanning From a Windows Application

You can use the MultiPASS to scan documents directly into a Windows application that supports a TWAIN interface (such as Photoshop). Some applications allow multiple page scans, while others do not. If you are unsure whether your Windows application supports this feature, refer to the user documentation for the application you are using.

The following instructions summarize the general procedures for scanning an image. For specific information on scanning with your Windows application and specifying MultiPASS as the scan device, refer to the user documentation for the application you are using.

1. Place the image you want to scan face down in the ADF (automatic document feeder) of the MultiPASS.
2. In your Windows application, choose the command to scan a document.

In some applications, the appropriate command may be listed as **Acquire** or **Acquire Image**.

3. In the ScanGear window, specify the preview scan options for your document as necessary.
4. Click **Preview**.
5. Review the display of your scanned preview image. Adjust the properties of the image as necessary.

6. Replace your document in the ADF of the MultiPASS.
7. Click **Scan**.

When complete, the image appears in the display area of your Windows application.



Setting the Preview Scan Options

Before previewing a scan, set the scan mode, resolution, preferences, and paper size options. Additionally, when you are scanning a black and white image, you can select one of the two black and white options.

Setting the Scan Mode

For a preview image, you specify how your source image will be acquired.

1. Click the **Main** tab.
2. From the Scan Mode list, select the desired option.

Your options include the following:

Grayscale

Grayscale images contain 8 bits per pixel.

Text Enhanced

Text enhanced images are grayscale images (8 bits per pixel) converted to black and white (1 bit per pixel) using Canon ImageTrust technology.

Black and White

Black and white images are scanned at one bit per pixel. For applications that request a black and white scan and do not use the scan driver window, the scan driver automatically uses the Text Enhanced setting.

Setting the Scan Resolution

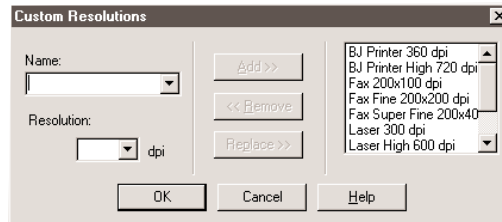
You can set the resolution of a scanned image based on the selected output device. This resolution becomes the base on which changes to image size and scale are calculated. You can choose a preset resolution, or create a custom resolution.

1. Click the **Main** tab.
2. In the Scan Resolution list, select the desired option.

Creating a Custom Resolution

You can define a custom resolution, change an existing custom resolution, or delete a previously defined custom resolution.

1. From the Scan Resolution list, select **Custom**.
2. In the Custom Resolutions dialog box, type a name for your custom resolution setting.

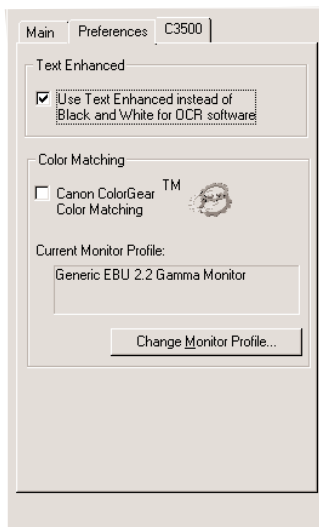


3. In the Resolution box, enter the preferred dpi setting.
4. Click **Add**. The new resolution name displays in the Resolution List.
5. Click **OK** to add the resolution setting.
 - Click **Cancel** to close the dialog box without adding the custom resolution.

You can delete (**Remove**) or change (**Replace**) a custom resolution setting at anytime.

Setting Preferences

You can select a preference that governs how your source image is scanned using the Preferences tab. On the Preferences tab, click the desired preference checkbox.



Text Enhanced

This option is designed for use with OCR (Optical Character Recognition) software. This setting increases the contrast in black and white scanning to promote the accurate recognition of characters in OCR software. Resolution should be at least 300 dpi for OCR scans.

For applications that request a black and white scan and do not use the scan window (including most OCR applications), the text enhanced setting is automatically used.



Note

The Color Matching options are not available.

Setting Paper Size

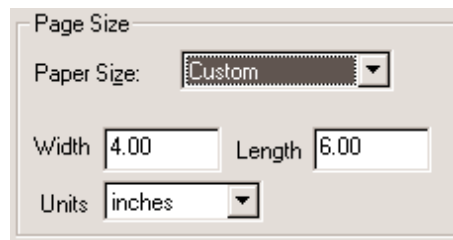
Select a paper size that corresponds to the size of your source document. If your document does not conform to one of the available sizes, you can define a custom paper size.

Selecting a Standard Paper Size

1. Click the **C3500** tab.
2. From the Paper Size list, select the desired option.

Setting a Custom Paper Size

1. Click the **C3500** tab.



The image shows a dialog box titled "Page Size". It contains the following controls:

- "Paper Size:" dropdown menu with "Custom" selected.
- "Width" text box containing "4.00".
- "Length" text box containing "6.00".
- "Units" dropdown menu with "inches" selected.

2. In the Paper Size list, select **Custom**.
3. In the Units list, select the unit of measure by which you want to define your custom size.
4. In the Width and Length text boxes, enter the dimensions of your source document.

Setting Black and White Options

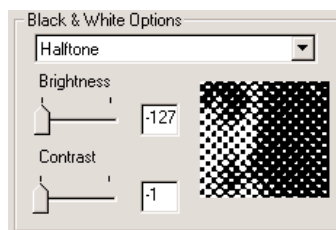
If you choose black and white as your scan mode, you can also select one of the following black and white options from the C3500 tab:

Threshold

The Threshold option provides a high contrast evaluation of the image in terms of blacks and whites only.

Halftone

The Halftone option simulates the tonal range of an image with a precise pattern of lines and dots.



1. Click the **C3500** Tab.
2. In the Black & White Options list, choose Threshold or Halftone.

Adjusting the Preview Image for Final Scan

Once an image has been previewed, you can adjust it, as necessary, for the final scan by changing its selection size, its output size, and aspects of its orientation.

Clearing the Preview Area

If the preview image does not serve your purpose, you can quickly remove it from the preview area and rescan the image.

On the toolbar, click **Clear Preview**.

Adjusting the Preview Image View

To make it easier to work with your preview image, you can change aspects of its display.

Changing the View Size

You can enlarge a preview image to better view its details. Each enlargement doubles the size of the image up to a maximum of four times the size of the original image.

As you enlarged the image, you can just as easily reduce it. Each reduction decreases the size of the image by one-half.

1. On the toolbar, click **Zoom**.
2. To enlarge, left-click the mouse pointer on the image.

To reduce, right-click the mouse pointer on the image.

Displaying Rulers

To work precisely with a preview image, you can display rulers on the top and left borders of the preview area. The rulers display in inches or centimeters, depending on what you have set as the unit of measure on the Main tab.

On the toolbar, click **Rulers**.

Adjusting the Selection Size

When you first preview an image, the selection size is the same as your source document paper size.

You can adjust the selection size of an image in order to isolate a specific area of the image for a more restrictive preview scan. For example, in scanning a letter, you may want to isolate and save a company logo by itself, ignoring the rest of the letter.

You define the selection size of your image by drawing a border around the part of the image that you would like to isolate. Alternatively, you can define and orient the dimensions of the selection with respect to the upper left corner of the preview area. Regardless of how you define a selection, you can easily and quickly change its dimensions.

In defining the selection size, regardless of the method you choose, you can maintain the current height and width proportions of the image.

For example, you set the width to 4 inches and the height to 6 inches. You change the width to 5 inches. If **Keep Proportions** is not selected, the height stays at 6 inches. Thus, the proportion of the page height and width changes. If **Keep Proportions** is selected when you change the width, the height automatically changes to 7.53 inches. The lock icon indicates that the page size will be maintained in the same proportion whenever you change either the width or the height.

1. Click the **Main** tab.
2. If you want to preserve the current proportions of the image, click the **Keep Proportions** button.



3. To draw the selected area, click **Crop** on the toolbar and drag the mouse diagonally across the area of the image in the preview window you want to select. The Width and Height text boxes display the new sizes.
4. To further define the dimensions of the selected area, in the Width and Height text boxes, type the appropriate values. The image selection borders change to match the specified width and height.
5. If you want to select an entirely different area of the image, click outside the crop lines to clear the current selection.
6. To preview the newly selected image area, click **Preview**.

Moving an Image

If the image is too large to see in its entirety, you can move the image within the preview area to locate a relevant section.

On the toolbar, click **Move Image** and drag the zoomed image to display the appropriate area or detail.

Reversing the Image Tone

You can create a negative of an image for stylistic effect. A negative image is created by inverting the dark and light areas.

On the toolbar, click **Negative/Positive**.

Mirroring an Image

By mirroring an image, you can create an alternate version. For example, you can create an alternate version of your company logo.

On the toolbar, click **Mirror**.

Rotating an Image

You can rotate an image 90° left or right within the preview area to change its orientation. When you rotate an image, the entire preview area, including the rulers, rotates. For example, if the preview area is in portrait orientation, it becomes landscape.

On the toolbar, click **Rotate Left** or **Rotate Right**.

Scaling the Image Output Size

You can scale the preview image to better fit your needs by saving it as a data file. For example, if you reduce by 50% the scale of an image that is 7 inches wide by 9 inches high, the output image will be 3.5 inches wide by 4.5 inches high.

However, in scaling an image for the final scan, keep in mind that the values in the width and height text boxes remain the same.

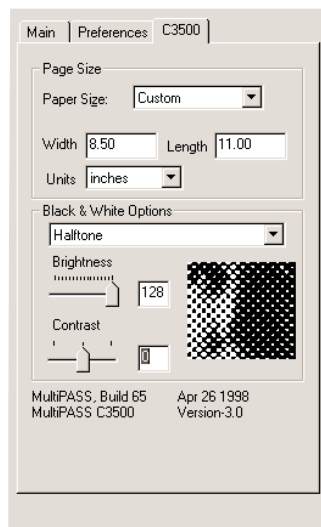
1. Click the **Main** tab.
2. In the Scale box, enter a new percent.

The new output size is displayed under Output Size.

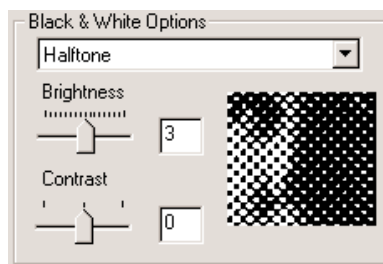
Adjusting Contrast and Brightness

You can adjust the contrast and/or brightness of a grayscale image.

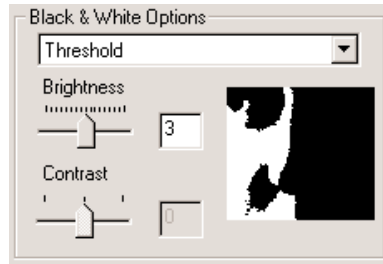
1. Click the **C3500** tab.



2. On the **C3500** tab, under Black and White Options, use the available slider to adjust the brightness or contrast.
 - If you use halftone as your scan option, you can adjust both the contrast or brightness of the image.



- If you use threshold as your scan option, since it is by definition a high contrast image mode, you can only adjust the brightness of the preview image.



Working With Documents in the Desktop Manager

7



This chapter contains information and instructions for managing, manipulating, and modifying your documents in the MultiPASS Desktop Manager. It includes:

- Managing your documents in the Desktop Manager
- Modifying a document
- Printing a document
- Adjusting the MultiPASS viewer default options

Managing Your Documents in the Desktop Manager

Once you send a PC fax, receive a fax, or scan an image, the resulting document is available in the Desktop Manager. You can perform a variety of tasks with your documents, as described in this chapter.

Selecting Documents in the Desktop Manager

To work with a document, you select it in the open folder, while in either Document View or List View. If you are in Document View, generally you can select one or more documents at a time for whatever task you need to perform.

Selecting a Document in Document View

With the folder open, do one of the following.

- For a single document, click the document thumbnail.
- For multiple nonsequential documents, hold the **Ctrl** key while clicking on each document you want to select.



Selecting a Document in List View

With the folder open, click the document name in the list.

Type	Name	Pages	Size	Date & Time	Origin
📄	Scan_1.tif	2 pgs	59 KB	7/17/98 8:12am	Scan_1.tif
📄	Lettr003.tif	2 pgs	35 KB	7/17/98 8:12am	Lettr003.tif
📄	Fax_2.tif	2 pgs	59 KB	7/17/98 8:12am	Fax_2.tif
📄	Fax_1.tif	2 pgs	59 KB	7/17/98 8:11am	Fax_1.tif
📄	Cust001.tif	2 pgs	59 KB	7/17/98 8:11am	Cust001.tif

Printing a Document in the Desktop Manager

You can print a document from any folder in the Desktop Manager.

1. In either Document View or List View, do one of the following.
 - Click the document you want to print; this highlights the document. Then, choose the **Print** command from the File menu.
 - Drag the document to the Print button on the Process toolbar.

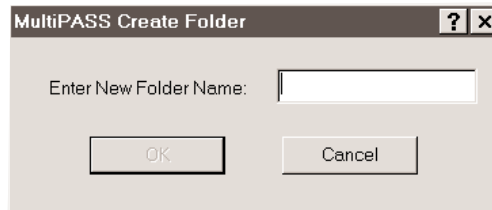


2. In the Print dialog box, make sure the Canon MultiPASS C3500 Printer is selected, and click **OK**.

Creating a Folder

To better organize your documents in the Desktop Manager, you can create additional folders when needed and store them in the Cabinet. Like creating any Windows folder, you can name the folder anything you like.

1. In the Desktop Manager, click the Cabinet, or if you want to store a folder within a folder, click the applicable folder.
2. Choose the **New Folder** command from the File menu.
3. In the Create Folder dialog box, enter a name of your new folder and click **OK**.



Moving a Document

You can move a document from:

- A system-defined folder to a user-defined folder
- A system-defined folder or user-defined folder to the Trash folder
- One user-defined folder to another user-defined folder

You cannot move a document into a system-defined folder other than the Trash folder.

1. In either Document View or List View, open the folder containing the document you want to move.
2. Drag the document to the desired folder.

In Document View, the document is placed in the first available grid space. In List View, the document is placed in the appropriate sort order.

Copying a Document

A document can be copied within the same user-defined folder, or from one folder to a different user-defined folder. When you copy a document within the same folder, the copy is assigned the same name as the original document, with an added unique number. For example, if you copy a document called Document 1, the new copy will be named Document 2.

Copying a Document Within the Same User-defined Folder

1. Open the folder with the document you want to copy.
2. Click the document to highlight it, then click the **Duplicate** button on the Document toolbar, or choose the Duplicate command from the Edit menu. Or, right-click on the document and select **Duplicate**.

Copying a Document From One Folder to Another

1. Open the folder with the document you want to copy.
2. Drag the document, while holding down the **Ctrl** key, to the desired folder.

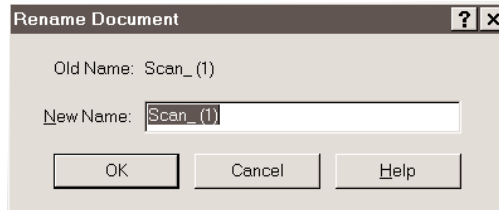
Renaming a Document or Folder

You can rename a user-defined folder or a document at any time. Folder names must be unique within the Desktop Manager. Document names must be unique within a folder.

Whenever you attempt to rename a folder or document, the system verifies whether the new name is unique. In the event of a conflict, the system alerts you of the conflict. A folder or document name can contain blank spaces.

To rename a document, do one of the following.

- Click the document, then choose the **Rename** command from the File menu, or click the right mouse button and choose Rename. In the Rename dialog box, type the new name and click **OK**.



- In Document View, click the document thumbnail. Then click the document name to position the insertion point. Using the **Backspace** and **Delete** keys, edit the name of the document as desired.

To rename a folder, do one of the following.

- Click the folder. Then, on the File menu, click **Rename**. In the Rename dialog box, enter the new name and click **OK**.
- Right-click on the folder and select **Rename**. Enter the new name in the Rename dialog box and click **OK**.
- Click the folder name. Enter the new name in the highlighted rectangle.

You cannot rename a system-defined folder.

Deleting a Document or Folder

You can delete a document or user-defined folder when it is no longer needed.

When you delete a document, it moves to the Trash folder. To permanently delete a document(s), you must empty the Trash folder.

When you delete a folder, it is removed from the Desktop Manager window immediately and permanently deleted. You don't have to empty the trash to permanently delete folders.

Deleting a Document

Open the folder with the document you want to delete and click the document, then do one of the following.

- Choose the **Delete** command from the Edit menu.
- Press the **Delete** key on your keyboard.
- Click the right mouse button and choose **Delete**.

When the confirmation message displays, click **Yes**. The document is moved into the Trash folder.

Deleting a Folder

Click the folder you want to delete, then do one of the following.

- Choose the **Delete** command from the Edit menu
- Press the **Delete** key on your keyboard
- Click the right mouse button and choose **Delete**.

When the confirmation message displays, click **Yes**.



Note

If you have documents in a folder you are attempting to delete, choosing **Yes** on the confirmation message will delete both the documents and the folder. Deleted documents are moved into the Trash folder.

Restoring a Deleted Document

If a document is in the Trash folder, you can restore it to its original folder provided it was deleted from a user-defined folder.

1. In the Desktop Manager, click the Trash folder.
2. In the Trash folder, drag the document you want to restore into its applicable user-defined folder.

Documents that have been deleted from the Trash folder cannot be restored.

Emptying the Trash Folder

Documents remain in the Trash folder until you move them to a user-defined folder, delete them individually, or empty the Trash folder and delete all documents in the folder.

To prevent out-of-date documents from unnecessarily taking up space on your hard disk, you should periodically review the Trash folder and remove the documents no longer needed.

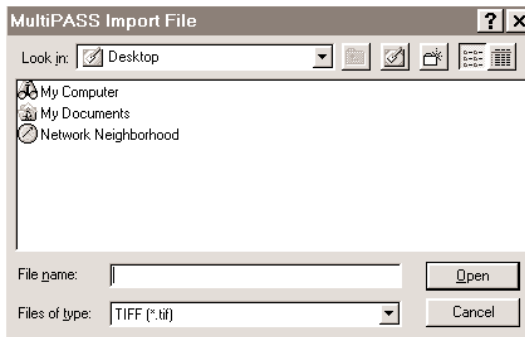
Choose the **Empty Trash** command from the File menu, or click the right mouse button on the Trash folder and choose **Empty Trash**. If prompted, confirm that you want to empty the Trash folder.

Once emptied, all documents are permanently removed from the Desktop Manager (and your hard disk).

Importing a Document

If you have a document residing on your hard disk or a diskette, you can import it into the In Box or a user-defined folder using the Desktop Manager. You can import a document saved in any of the following formats: TIFF, BMP, FPX, JPG or PCX.

1. Open the In Box or user-defined folder into which you want to import a document.
2. Choose the **Import** command from the File menu, or click the right mouse button on the folder and choose **Import**.

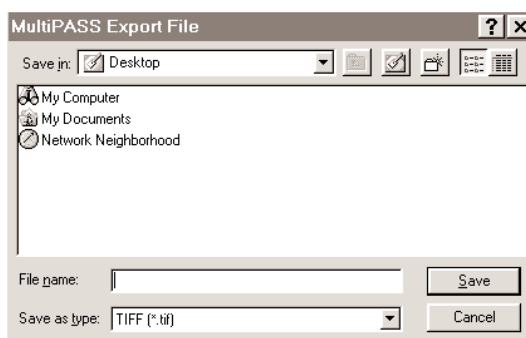


3. In the Import File dialog box, specify the drive, directory, and name of the file you want to import, and click **Open**.

Exporting a Document

You can export a document from the Desktop Manager, saving it to any specified drive and directory. When you export a document, you are actually saving a copy of the original document. Documents can be exported as a TIFF, BMP, FPX, PCX or JPEG file.

1. Open the folder with the document you want to export.
2. Click the document you want to export, then choose the **Export** command from the File menu.



3. In the Export File dialog box, specify the drive and directory where you want to place the exported file, and click **Save**.

If you export a multiple page document, each page must be exported as a separate document.

Attaching a Document to Electronic Mail (E-mail)

If you have a MAPI-compliant e-mail application (such as Microsoft Exchange[®]) installed on your system, you can attach a document in the Desktop Manager to an e-mail message. When you select a document and use the E-mail command, the Desktop Manager opens your e-mail application, and attaches the selected document to a blank e-mail message. You cannot, however, open your e-mail application from the Desktop Manager if you don't plan on attaching a document.

To attach a document to an e-mail message, select the document you want to attach and drag it to the E-mail button on the Process toolbar. You can also choose the Send E-mail command from the File menu.

Manipulating a Document in Document View

If you are working in Document View, you can manipulate your documents in the open folder in a variety of ways. For example, you can arrange documents in a preferred order, remove a page, split a single document, or merge one document with another.

Arranging Documents in Document View

A document thumbnail in Document View retains its position until you rearrange it. You can arrange one or more documents manually or automatically.

When you arrange documents automatically, they are positioned within a grid, with row positions filling from left to right.

Arranging documents manually

With the desired folder open, select the document you want to move and drag it to the desired location within the work area.

Arranging documents automatically

With the desired folder open, choose the Arrange command from the View menu or the Document toolbar, or click the right mouse button in the work area and choose Arrange.

Scrolling Through a Multi-page Document

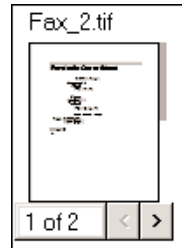
You can scroll through a multiple-page document to position yourself at the page you want to remove or where you want to split the document.

As you scroll pages in the document, the current page number updates instantly. After scrolling, the top page is retained even if the folder is closed and reopened.

For the selected document, do one of the following.

- Click the left and right scroll arrows displayed with the page numbers for the document.

- Drag the scroll tab on the right side of the document.



Removing a Page From a Document

You can remove the current top page of a document. For example, you may want to remove the cover page from a received fax.

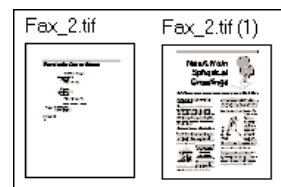
1. Scroll through the document until the page you want to remove is on top.
2. Choose the **Remove Page** command from the Edit menu or the Document toolbar.

Splitting a Document

As may be desirable, you can split a document into two documents from any page *after* the first page. In other words, you cannot split a document on page 1. For example, you split a 10-page document, beginning at page 5. The original document consists of pages 1 through 4. The newly created document consists of pages 5 through 10.

The original document—consisting of at least the first page, up to the page where the split occurred—retains the original name. The newly created document is assigned a new unique name, which can be changed as desired.

1. Scroll to the page where you want to split the document. The top page represents the first page for the newly created document.
2. Choose the **Split** command from the Edit menu or Document toolbar.



Merging a Document

You can merge two documents to combine them into a single document. The documents are merged in the order you select them. In other words, the first document selected becomes the top pages of the second document selected. Both documents are merged into the second document.

1. Select the two documents you want to merge (by holding the **Ctrl** key and clicking each document).
2. Choose the **Merge** command from the Edit menu or Document toolbar.

Indexing and Searching for Documents

Each document you add to the Desktop Manager stores key information about itself into an internal database giving you great flexibility when it comes to document indexing and searching. You can also manually index your documents, adding keywords and other parameters that you can use later when searching for documents.

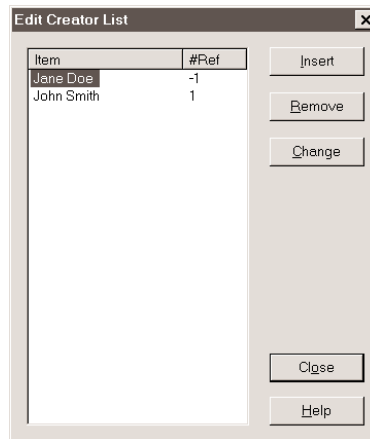
To index your documents, you first set up your index and then you assign the index criteria to your documents.

Setting Up the Index

The Desktop Manager allows you to search for documents by date and text, as well as by creator, owner, and keyword. Before you can use these search criteria however, you must first add them to the Desktop Manager.

Adding a creator to the index

1. In the Desktop Manager, on the Tools menu, point to **Index By**, and then click **Creators**.



2. In the Edit Creator List dialog box, click **Insert**.
3. Type the creator name you wish to add to the index and press **Enter**.
 - Repeat steps 2 and 3 for each creator you want to add.

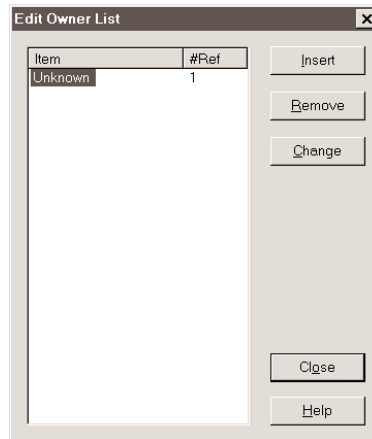
You can **Remove** or **Change** a creator.

To close the Edit Creator List dialog box and save your index entries, click **Close**.



Adding an owner to the index

1. In the Desktop Manager, on the Tools menu, point to **Index By**, and then click **Owner**.



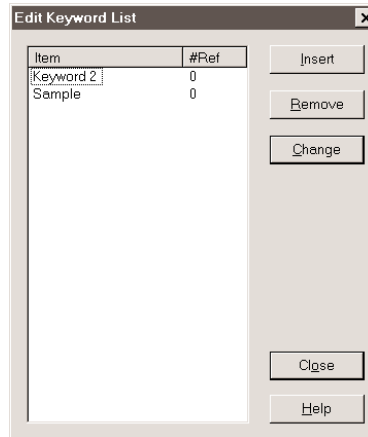
2. In the Edit Creator List dialog box, click **Insert**.
3. Type the owner you want to add and then press **Enter**.
 - Repeat steps 2 and 3 for each owner you want to add.

You can **Remove** or **Change** an owner.

To close the Edit Owner List dialog box and save your index entries, click **Close**.

Adding keywords to the index

1. In the Desktop Manager, on the Tools menu, point to **Index By**, and then click **Keywords**.



2. In the Edit Keyword List dialog box, click **Insert**.
3. Type the creator name you wish to add to the index and press **Enter**.
 - Repeat steps 2 and 3 for each creator you want to add.

You can **Remove** or **Change** a keyword.

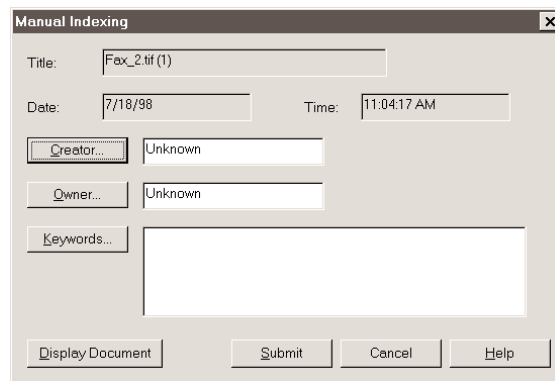
To close the Edit Keyword List dialog box and save your keywords, click **Close**.



Assigning Index Criteria to Documents

After setting up your index entries, you can assign them to your documents. You can index your documents by creator, owner, or keyword.

1. In the Desktop Manager, click the document for which you want to add index entries.
2. On the Tools menu, click **Manual Index**.
 - The Manual Indexing dialog box for this document displays showing you the existing Creator, Owner, and any Keywords assigned to the document.

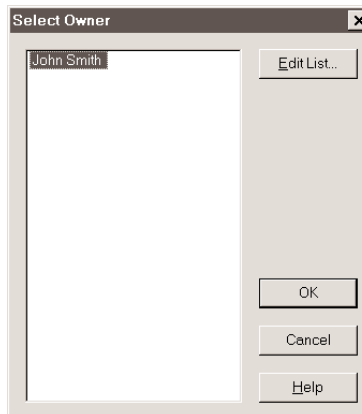


3. If you want to review this document, click **Display Document**.

4. To change the Creator of the document, click the **Creator** button.

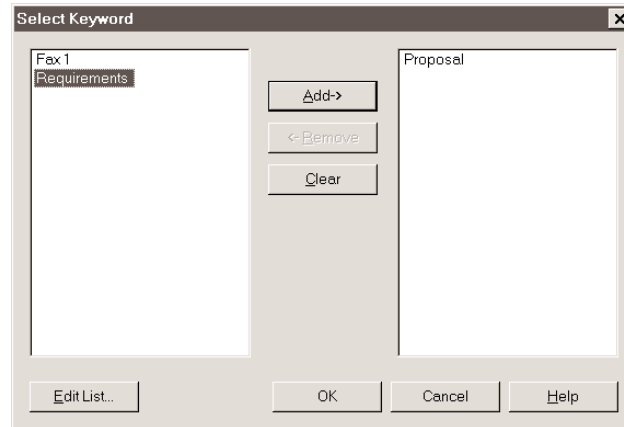


- Highlight the creator you wish to assign to the document and click **OK**.
 - To edit the Creator list, click **Edit List**. (See page 7-13.)
5. To change the Owner of the document, click the **Owner** button.



- Highlight the owner you wish to assign to the document and click **OK**.
- To edit the Owner list, click **Edit List**. (See page 7-14.)

6. To change Keywords assigned to the document, click the **Keywords** button.

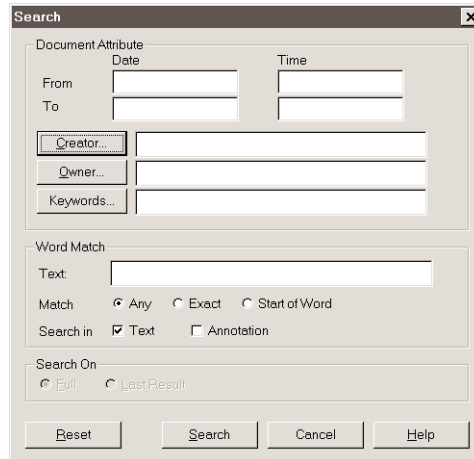


- Click a keyword you wish to assign to the document, then click **Add**.
 - To remove a keyword, highlight it in the assigned list and click **Remove**.
 - To remove all keywords, click **Clear**.
 - To edit the Keyword list, click **Edit List**. (See page 7-15.)
 - After assigning the keywords, click **OK**.
7. After making your index entries, click the **Submit** button to save the entries and close the dialog.

Searching for Your Documents

You can search for a particular document by Date, Creator, Owner, Keyword, or Text string.

1. On the Tools menu, click **Search**.

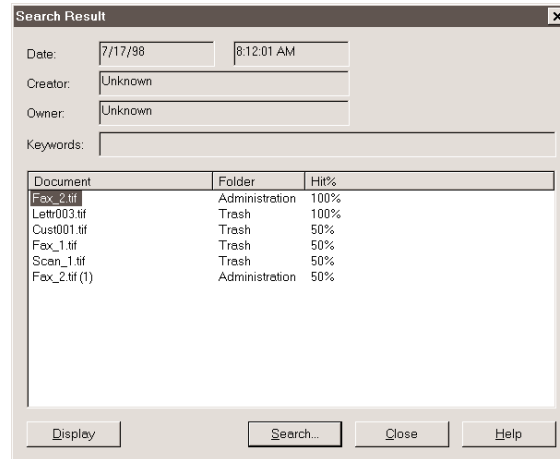


2. To search by Date or Time, enter the desired **From** and **To** dates and/or times to display all documents created within this period.
3. To search by Creator, click the **Creator** button. Highlight each Creator by which you want to search and click **Add**.
 - To remove a selected item, highlight it in the assigned list and click **Remove**.
 - To remove all selected items, click **Clear**.
 - After making your selections, click **OK**.
4. To search by Owner, click the **Owner** button. Highlight each Owner by which you want to search and click **Add**.
 - To remove a selected item, highlight it in the assigned list and click **Remove**.
 - To remove all selected items, click **Clear**.
 - After making your selections, click **OK**.

5. To search by Keywords, click the **Keywords** button. Highlight each Keyword by which you want to search and click **Add**.
 - To remove a selected item, highlight it in the assigned list and click **Remove**.
 - To remove all selected items, click **Clear**.
 - After making your selections, click **OK**.
6. To search by a Text string, enter the **Text** by which you want to search and choose any desired search criteria including:
 - Word Match**
 - Any—Look for the specified text in any part of a word.
 - Exact—Look for exact text matches only.
 - Start of Word—Look for the specified text in the start of a word only.
 - Text—Search on text.
 - Annotation—Search on annotations.
 - Search On**
 - Full—Search for all documents.
 - Last Results—Search only for the last search result.

7. Click **Search**.

The search is conducted on all of your folders. Any documents that match the document attribute criteria are included in the result list. The documents are listed in descending order based on the number of search items located in the document.



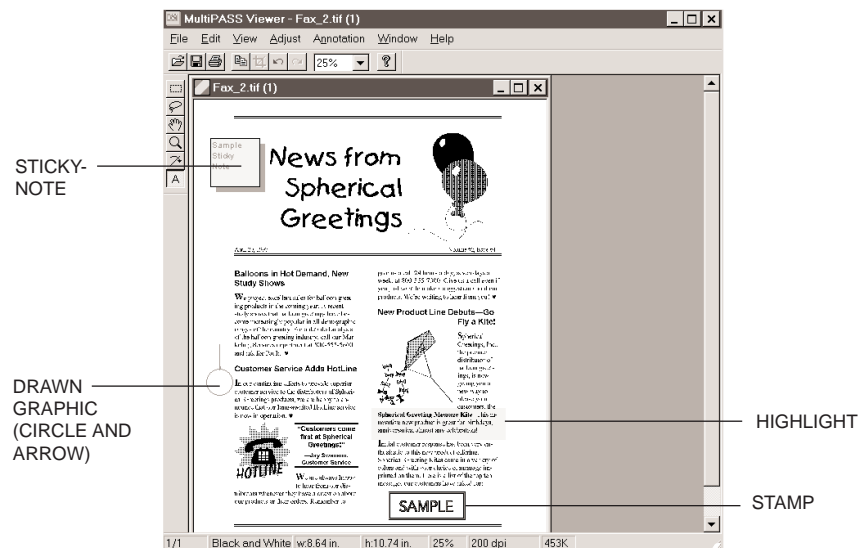
- To display a document, highlight it in the Results list and click the **Display** button, or double-click the document name.
- To start a new search, click the **Search** button. (This automatically closes the current Search Results dialog box.)
- Click **Close** to close the Results List dialog box.

To re-display the Results List for the last search made, from the Tools menu, choose the **Show Results** command.

Modifying a Document

You can open a document to view its contents, and then annotate it with notes, highlighting, stamps, sticky notes, or graphics (line/arrow, rectangle, circle). Although you can save the document with the annotations, they are only added markings placed on the original document, not an integral part. The original contents of the document remain intact. If you choose to fax or print the modified document, you have the option NOT to include the annotations with the document.

When you open a document for annotation, the document displays in the MultiPASS Viewer.



To open a document in the MultiPASS Viewer, do one of the following in the Desktop Manager:

- Double-click the document.
- Select the document you want to open, then choose the **Open Document** command from the File menu.
- Drag the document to the Open Document button on the Process toolbar.

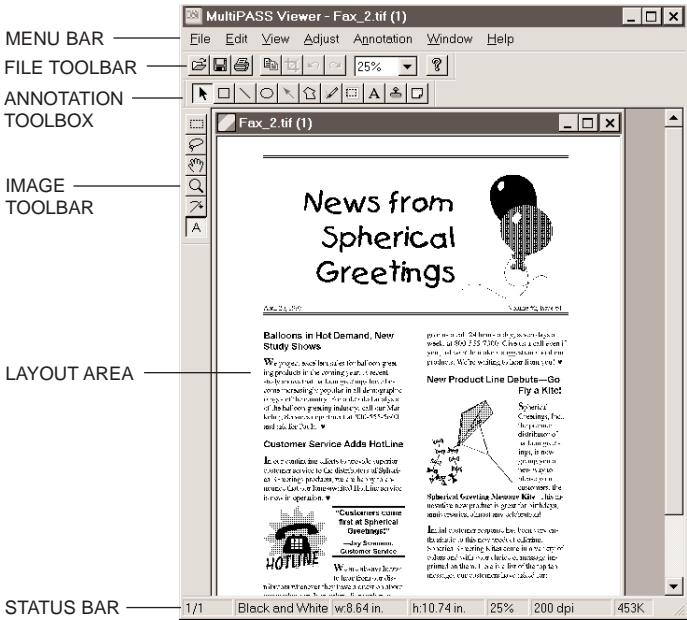
To annotate a document:

1. With the document open in the MultiPASS Viewer, adjust the size of your view of the document as needed.
2. Insert the desired annotations.
3. Choose the **Save** command from the File menu to save the annotations with your document in the Desktop Manager.

To close the MultiPASS Viewer, choose the **Exit** command from the File menu. If you neglected to save your annotations, you are prompted to do so before the program closes.

Exploring the MultiPASS Viewer Window

The MultiPASS Viewer window is similar to this:



Menu Bar

The menu bar contains commands that enable you to perform various tasks with your document. Some of the commands can also be accessed by their corresponding buttons on the toolbar.

File Toolbar

The File toolbar provides you quick access to commands needed to open, save, print, edit, and zoom a fax cover page.

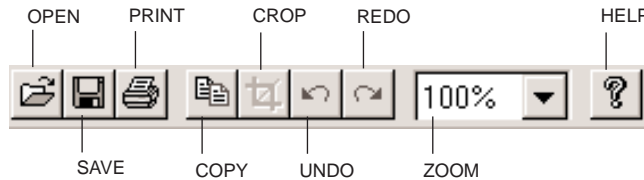
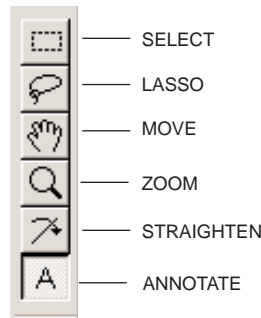


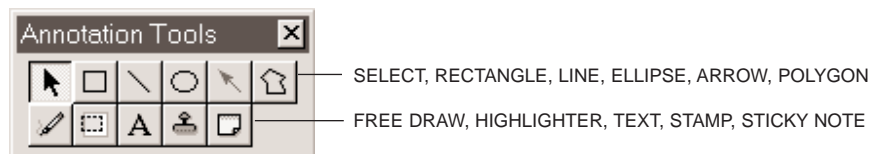
Image Toolbar

The Image toolbar provides you quick access to commands needed to select, lasso, move, zoom, straighten or annotate a document.



Annotation Toolbox

The Annotation toolbox allows you to add text and graphics to a document. Annotations are not integral elements of the document. You can choose to send them with the document, or hide them using the Hide/Show Annotations command in the View menu.



Document Display Area

The document itself is displayed and modified in the Document Display Area. You can page or scroll through the document, enlarge or reduce the view of the document, or change the orientation. The display area also contains the results of any annotations you may add to the document.

Status Bar

The status bar appears at the bottom of the window, and contains useful information about the document that you are currently viewing.

Adjusting the Size and View of a Document

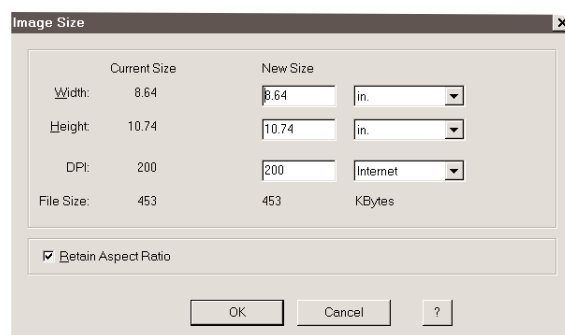
With different tools in the MultiPASS Viewer, you can adjust both the size of your document as well as the manner in which it is displayed.

Adjusting the Size of a Document

Adjusting the size of a document can be useful in planning other tasks. For example, if a document consists solely of a large graphic, you may want to reduce its size so that it can be used later in creating a background for a cover page.

Changing the size of a document involves changing the number of pixels used to represent it. Such a change permanently alters the document file.

1. Choose the **Image Size** command from the Adjust menu.



2. In the Image Size dialog box, enter the dimensions of the newly sized document.
3. Click **OK**. The document file is resized.

Adjusting Your View of a Document

In annotating a document, you may need to adjust your view of it. One of the ways you can adjust the view of an open document is to hide or show the different components of the MultiPASS Viewer.

To show or hide the components of the window, select the View menu. In the View menu, click **Toolbars**, **Status Bar**, **Rulers**, **Navigator**, and/or **Annotations**. There are three toolbars: FileTools, Image Palette, and Straighten Tools. Click the option to show (checkmark) or hide (no checkmark) the toolbar.

For Status Bar, Rulers, Navigator, and Annotations, clicking on a command turns the display of the item on and off and changes the command name from **Show** to **Hide**.

Changing the Document Orientation

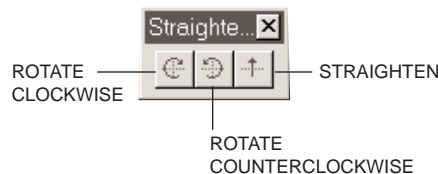
You may need to rotate a document for easier reading. For example, the document may represent a fax you received that was originally sent in landscape mode or was fed into a fax machine in an inverted position. The change in orientation applies to the entire document, not just the currently displayed page.

In the Edit menu, click **Rotate**. From the Rotate submenu, click **90**, **180** (flipping the document upside down), or **270**.

Straightening a Document Display

You may receive a scanned document that displays crookedly in the Desktop Manager. Instead of re-scanning the document, you can straighten the document display using the Straighten Tools in the MultiPASS Viewer.

1. With the document open in the MultiPASS Viewer, click the **Straighten** button on the Image toolbar. Crosshairs display over your document, and the Straighten toolbar displays.



2. On the Straighten toolbar, click the **Rotate Clockwise** or **Rotate Counterclockwise** buttons until the document is evenly aligned in the crosshairs.
3. On the Straighten toolbar, click the Straighten button.
4. Save your changes.

Adjusting the Document and Display Size

The MultiPASS Viewer also offers different levels of magnification to enable you to work at the most comfortable size for your document. You can zoom in and out at predefined increments or specify a particular size or scale.

You can use the Fit to Width option to fill the width of the window with your page display, or use the Fit to Window option to adjust the document image size so that the entire document is visible within the window.

To zoom in or zoom out on the document, do one of the following.

- From the View menu, click **Zoom**, then select the desired level of magnification.
- From the File toolbar, select the desired level of magnification from the list.
- From the Image toolbar, click the Zoom tool and:
 - To increase magnification, click the document.
 - To decrease magnification, press and hold the **Alt** key, then click the document.

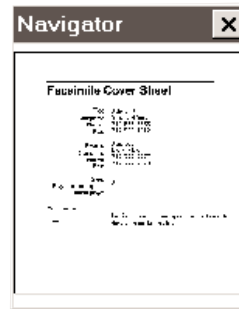
To fit the cover page to the display window, click **Fit Image to Window** from the View menu.

Scrolling through a Zoomed Cover Page

If you need to work on particular aspects of a document (for example, to modify a recurring graphic), you can scroll through the document while maintaining a high level of magnification. To do this, you use the Navigator and Scroll tools.

To select a specific size or scale for enlarging or reducing the document, click **Zoom** on the View menu. On the Zoom menu, click the desired size. Or, click the size or scale from the list box on the toolbar.

1. From the View menu, click **Show Navigator**. The Navigator window opens in the right corner of the screen. Inside the Navigator, a white rectangle indicates the area of your document that is currently in view.



2. On the Image toolbar, click the Move button. The cursor turns into a hand.
3. While tracking your position in the Navigator window, click and hold the left mouse button and drag the image to bring the desired area of the document into view.

Editing the Base Image

While working with a document, you may need to edit the base image that underlies all annotations. When editing a base image, you can select, crop, or flip a specific area. For example, to create a novel effect, you may want to flip an imbedded graphic on its vertical or horizontal axis.

1. On the Image toolbar, choose either the Select or Lasso tool.
 - Use the Select tool for areas that fit easily inside a square or rectangle.
 - Use the Lasso tool for irregularly shaped areas.
2. Drag the cursor to draw the appropriately shaped container for the area you want to select.

Cropping a document

You can crop a document to any size that you select.

1. Select the area of the document to which you want the entire document to conform.
2. Choose **Crop Inplace** from the Edit menu or File toolbar.

Flipping a Document or Selected Area

Flipping a document may be useful; for example, if you want to create a mirror image of a graphic.

To flip the entire cover page, select Flip from the Edit menu, then choose Horizontal or Vertical.

To flip a selected area of a cover page, select the area and then select **Flip** from the Edit menu; now choose **Horizontal** or **Vertical**.

Adding Annotations to Your Document

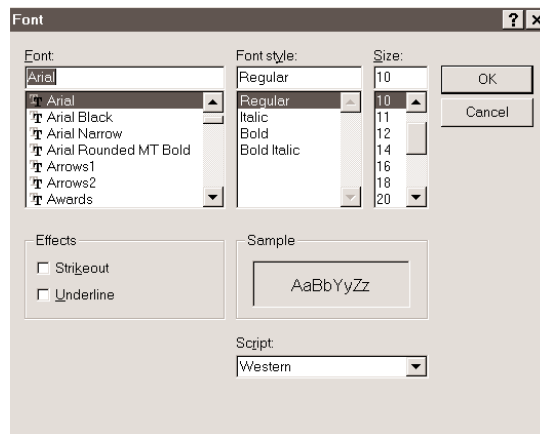
To annotate a document through the MultiPASS Viewer, you must click on the Annotate button on the Image toolbar. The Annotation Tools are then displayed on the screen and the Annotation menu is added to the menu bar.

The following sections describe the various ways you can annotate your document.

Setting Font Defaults

In adding annotations to your document, you can use a number of different text tools. Each tool includes options for adjusting font style, size, and effects. Additionally, you can also select a set of font properties to be used as defaults whenever font properties are not customized for a particular tool.

1. Choose the **Select Font** command from the Annotation menu.



2. In the Font dialog box, select your preferred options.
3. Click **OK**.

Adding Text to a Document

You can add text on any portion of your document. When you do so, you can choose the text attributes: font, font size and color, and special effects (underline, strikeout), background color and mode.

You can type any text that you want, editing it later as necessary. If you select a font, font size, a color, or special effect, it affects the entire note. If you change any of the attributes while editing a note, or while the note is selected, it changes all the text in the note.

1. If not selected, click the **Annotations** button on the Image toolbar.
2. On the Annotations toolbar, click the Text tool and drag the cursor to draw an appropriately sized square or rectangle in the layout area.
3. Enter the new text.
4. Click the Select Annotations tool from the Annotations toolbar; then click the new text.
5. Right-click inside the newly drawn square or rectangle to select the desired text adjustment options from the Annotations option.
 - Click **Select Font** to set font properties for the text.
 - Click **Set Background Color** to set a background color.
 - Click **Set Foreground Color** to set a text color.
6. Click outside the text box.
7. From the File menu, click **Save**. The new text is added to the document.

Editing text added to a document

1. On the Annotation toolbox, with the Selection tool selected, double-click the text you added. The cursor changes to an insertion point.
2. Edit the text as needed.
3. Click outside the area of the text box.
4. From the File menu, click **Save**.

Adding a Sticky-Note

Rather than add text directly to a document, as you do with the Text tool, you can add a Sticky-Note to any portion of the document.

When you add a Sticky-Note, you can choose the text attributes: font, font size and color, background color, and special effects (underline, strikethrough).

You can type any text that you want for the Sticky-Note, editing the note later if necessary. If you select a font, font size, a color, or special effect, it affects the entire note. If you change any of the attributes while editing a note, or while the note is selected, it changes all the text in the note.

1. In the Annotations toolbar, click the Sticky-Note tool and drag the cursor to draw an appropriately sized square or rectangle.
2. Type the text of your note.
3. Click the Select Annotations tool, then click the Sticky-Note.
4. Select the desired adjustment options from the Annotation menu.
 - Click **Select Font** to set font properties for the text.
 - Click **Background Color** to set a background color for the note.
5. To add the Sticky-Note to document, click outside its borders.

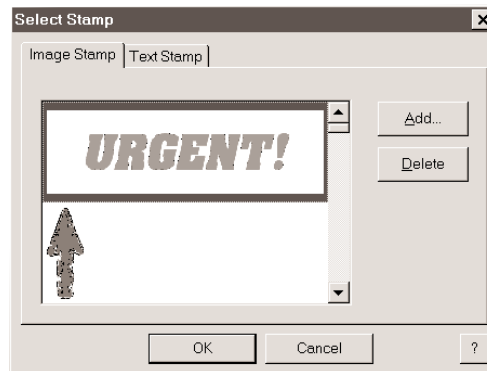
Editing the text in a sticky-note

1. On the Annotation Toolbar, with the Selection tool selected, double-click the Sticky-Note. The cursor changes to an insertion point.
2. Edit the text as needed.
3. Click outside the area of the Sticky-Note.

Inserting a Stamp

You can add either a text or graphic image stamp to your document. The Desktop Manager contains a library of available stamp images, stored as BMP files, that were installed with the Desktop Manager software. Additionally, you can add graphics into the stamp library provided the graphic is saved in a BMP format.

1. Choose the **Select Stamp** command from the Annotation menu.



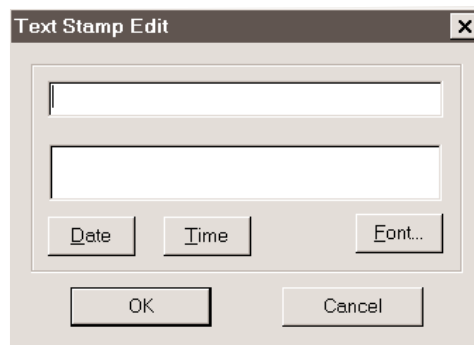
2. In the Select Stamp dialog box, click **Add**. An Open dialog box displays.
3. Locate the BMP file you wish to add to the Stamp library and click **Open**. If you have multiple graphics you want to add, repeat this step.
4. Click the first graphic you want to insert into the document and click **OK**.
5. Click the Stamp tool on the Annotation toolbox.
6. Click the mouse at the location where you want to place the stamp in the layout area.
7. To add a different stamp to the cover page, choose the **Select Stamp** command from the Annotation menu.
8. Click the stamp you want to insert and click **OK**.

9. Click the Stamp tool on the Annotation toolbox.
10. Click the mouse at the location where you want to place the stamp in the layout area.

Creating a Text Stamp

You can also create and use a Text Stamp on a document.

1. Choose the Select Stamp command from the Annotation menu. The Select Stamp dialog box displays.
2. Click the **Text Stamp** tab.
3. Click **Add**.



4. In the Text Stamp Edit box, type the text you wish to assign to the Stamp.
 - To add a date to the stamp, click **Date**.
 - To add the current time to the stamp, click **Time**.
 - To change the font and text characteristics of the text, click **Font**.
5. Click **OK** to close the Edit Text Stamp dialog box.
6. Click **OK** again to save the text stamp and close the Select Stamp dialog box.

Editing a text stamp

1. Choose the **Select Stamp** command from the Annotation menu.
2. Click the **Text Stamp** tab.
3. Click the stamp you want to edit, then click **Edit**.
4. Modify the text and click **OK**.
5. Click **OK** to close the Select Stamp dialog box.

Removing an image or text stamp

1. Choose the **Select Stamp** command from the Annotation menu.
2. Click the stamp you wish to remove, then click **Delete**. A confirmation message displays.
3. Click **Yes**.
4. Click **OK** to close the Select Stamp dialog box.

Inserting a text stamp

1. Choose the **Select Stamp** command from the Annotation menu.
2. Click the **Text Stamp** tab on the Select Stamp dialog box.
3. Click the text stamp you wish to insert into the document and click **OK**.
4. Click the mouse at the location where you want to place the text stamp in the layout area.

Highlighting Your Document

You can add a color highlight to text or other images in a document. To do this, select a color and then draw a rectangular highlight over the desired area. All highlight colors are transparent and display in the color you specify. When you print the document, the highlighted region prints as gray shadings.

Highlighting a region

1. On the Annotations toolbox, click the Highlighter tool.
2. To select a highlighting background color, choose the **Background Color** command from the Annotation menu, then select the desired color.
3. Drag the cursor over the area you want to highlight. When you release the mouse button, the highlight is completed.

Creating a Drawing Graphic

You can also annotate a document with one or more drawing objects that include a straight line, a single-headed arrow, a hollow rectangle, and a hollow circle or ellipse. When you draw the object you can select the color, line thickness, and style of line for the object.

1. On the Annotation toolbox, click the drawing object tool: Arrow/Line, Rectangle, or Circle.
2. From the Annotation menu, select the color, line thickness, and style of line for the object you are drawing. For an arrow or line, also select the particular style you want to use.
3. At the desired location in the layout area, drag the cursor to draw the object. When you release the mouse button, the object is completed.

Revising Your Annotations

Once you have added annotations to your document, you can revise them as needed. For example, you may want to resize, move, delete or cut, or copy and paste an annotation.

Selecting One or More Annotations

To revise an annotation, you must first select it. In most situations, you can select one or more annotations at a time.

To select a single annotation, click the Select Annotations button on the Annotations toolbar. Then click the annotation.

To select multiple annotations, make sure the Select Annotations button is selected. Then hold down the **Shift** key and click each annotation. You cannot resize an annotation using this method.

Moving an Annotation

You can move an annotation from one position to another.

Select the annotation and drag it to the desired location.

Resizing the Annotation

When you create an annotation, you draw it to the desired size. If the original size proves unsuitable, you can resize the annotation either smaller or larger.

Click the border of the annotation and drag any sizing handle.

Copying Fields

If you want to copy a field or graphic item and paste it into another Windows application that supports a Paste option, you can do so using the Copy command. When you copy a field or graphic item, it is placed in the Cover Page Designer clipboard. From the clipboard, you can paste it into any Windows application that supports this command.

1. Select the field/graphic element to be copied. Then, choose the **Copy** command from the Edit menu or toolbar, or click the right mouse button and select **Copy** from the Edit menu.
2. Open the Windows application where you want to paste the item.
3. Paste the item into the Windows application (usually, by selecting the Paste command from the Edit menu or toolbar).

Removing an Annotation

If you decide you no longer want an item to appear in a document, you can remove it permanently by selecting it, then pressing the **Delete** key.

Reverting to the Last Saved Version

If you are dissatisfied with changes that you have made to your document, you can discard them and return to the last saved version.

Choose the **Revert to Original** command from the File menu.

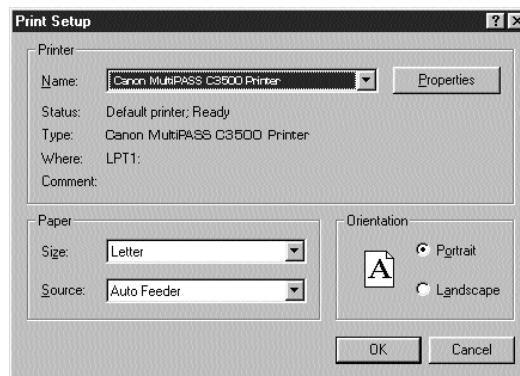
Printing the Document

You can print a copy of the document currently open in the MultiPASS Viewer, with or without any annotations you may have created. Prior to printing, you can specify certain print setup options.



To print the document without annotations, you must select **Hide Annotations** from the View menu prior to printing. (To do so, the Annotation toolbar must be closed.)

On the File menu, click **Print** or **Print Setup**. Specify your print options and click **OK**.



Previewing the Document Before Printing

1. Choose the **Print Preview** command from the File menu.
2. From the Print Preview window, you can:
 - Click **Print** to print the document.
 - Click **Next Page** or **Prev Page** to view other document pages.
 - Click **Two Pages** to view two pages at a time.
 - Click **Zoom In** or **Zoom Out** to better view the document.
 - Click **Close** to close the window without printing.

Adjusting the MultiPASS Viewer Default Options

As you work in the MultiPASS Viewer, you can change options that affect the view and scale of the open document.

1. Choose the **Preferences** command from the File menu.
2. In the Preferences dialog box, select your options.
 - Select a **Unit of Measurement** from the list.
 - Enable or disable the “Automatically fit window to image on any change” option.
 - Enable or disable the “High quality when zooming” option.
3. Click **OK**.

Setup and Other Utilities in the Desktop Manager

8



This chapter contains information and instructions on changing your MultiPASS C3500 setup options in the Desktop Manager, and using other Desktop Manager utilities. It includes:

- Fax setup
- System setup
- Launcher setup
- Making a phone call from the Desktop Manager
- Using the MultiPASS Server
- Closing the MultiPASS Server
- Disconnecting the MultiPASS
- Uninstalling the MultiPASS software

Fax Setup

The Desktop Manager contains setup options that define the fax operation of your MultiPASS C3500 and that affect the general operation of the Desktop Manager. You can set options that affect preferences, sending a PC fax, receiving a fax, and using the speed dial features.

When you first install the Desktop Manager, setup options are set to appropriate default settings. The default settings enable you to begin using your MultiPASS with the Desktop Manager immediately. However, you can change option settings as needed.

Because you can make changes to some option settings either on the MultiPASS unit or in the Desktop Manager, be aware of the following:

- Any option setting you make on the MultiPASS unit does not display in the Desktop Manager Setup Options dialog box.
- Any change you make to an option in the Desktop Manager overrides the corresponding setting you may have made on the MultiPASS unit itself.

Therefore, before you make changes to these option settings, decide where you prefer to make your changes—on the MultiPASS unit or in the Desktop Manager. Establishing a preference for changes will help you avoid overriding your previous settings.



Note

When the MultiPASS is connected to your PC, we recommend that you use the Fax Setup dialog box in the Desktop Manager. Do not make your changes using the operator panel of the MultiPASS.

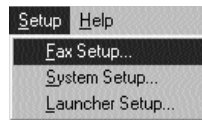
The following instructions summarize the overall procedures for changing MultiPASS Fax Setup options in the Desktop Manager.

1. In the Fax Setup dialog box, click the appropriate tab to display the options you want to verify or change.
2. Once you have the appropriate Fax Setup tab displayed, specify your changes.
3. To save changes and close the dialog box, click **OK**. When prompted, choose whether or not you want to overwrite the settings on your MultiPASS.
 - To exit the dialog box without saving your changes, click **Cancel**.

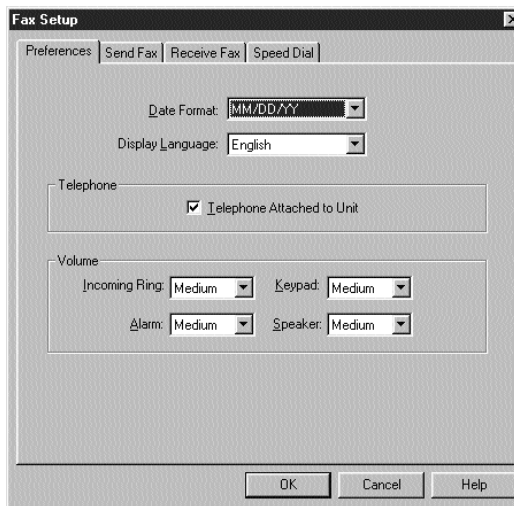
When you save your changes, the MultiPASS Fax Setup options are saved in the Desktop Manager, as well as on the MultiPASS unit.

Setting Up Fax Preferences

To set up various fax options, choose the Fax Setup command from the Setup menu.



You see the Fax Setup dialog box. You can change the following options on the Preferences tab.



Date Format

You can select the format used to display the date on the MultiPASS LCD and for printing the date on a fax from the list.

Display Language

You can select the language to be used on the MultiPASS LCD from the list.

Telephone Attached to Unit

If you have a telephone attached to your MultiPASS, click this checkbox. When selected, you can use the Desktop Manager to dial a phone number.

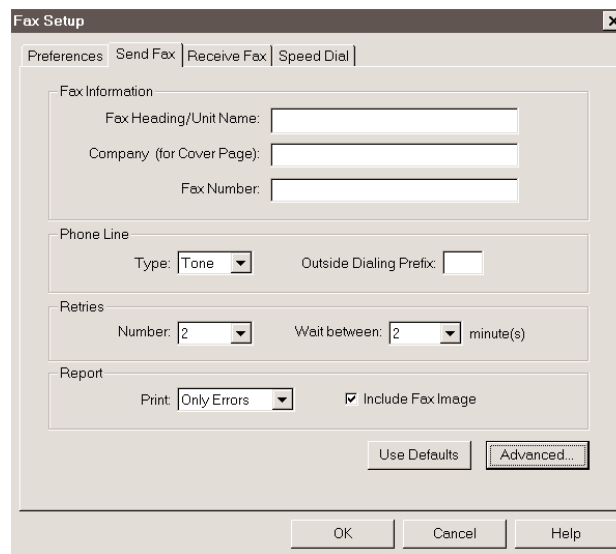
When you select this option, the **Phone** command (in the File menu and toolbar) becomes available in the Desktop Manager.

Volume

You can set the volume level of the various sound components of your MultiPASS to best suit your office environment.

Setting Up Send Fax Options

You can change the following options on the Send Fax tab.



Fax Information

You can specify the following information that displays as the header for a PC fax: your name, company name, and fax number. Initially, you set up this information when you installed the Desktop Manager.

Phone Line

You can specify the dialing method the MultiPASS printer will use: touch tone or rotary pulse. You also specify any prefix used to access an outside phone line (usually 9).

Retries

You can specify the number of retries the system should attempt when sending a fax transmission, and the length of time between each retry.

Report

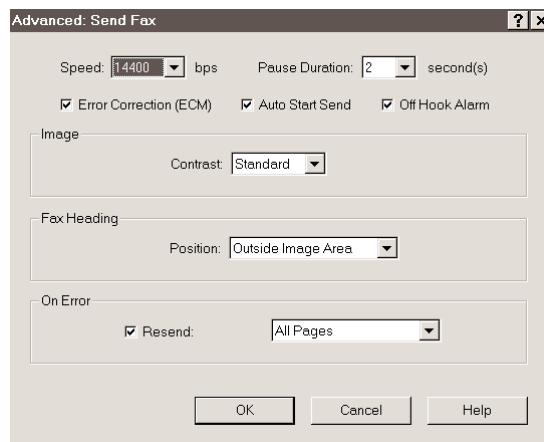
You can specify whether or not you want a report to print with each fax transmission (Every trans.), or only when there is an error (Only Errors). You can also specify if you want an image of the first page of the fax included in the report. (The report prints the image for plain paper faxes only, not for PC faxes.)

Restoring the Default Settings

If you want to restore the option default settings after making changes, click **Use Defaults**.

Setting Up Advanced Send Fax Options

You can change the following options by clicking **Advanced** on the Send Fax tab.



Speed

You can set the transmission speed used to send faxes. The higher the setting, the faster the transmission. If you experience problems when sending faxes, try a lower speed setting.

Pause Duration

You can set the length of the pause that you may have to insert when dialing a long distance number.

Error Correction (ECM)

You can select this option to reduce system and line errors when sending a fax. With this option selected, the system checks each outgoing fax for lost data. If data has been lost from a portion of a page, the system transmits that portion again after confirming that all data within that portion can be transmitted successfully.

Auto Start Send

When you select this option, the MultiPASS starts scanning automatically when you enter a number and press **START** or when you press a speed dial number. If you don't select this option, you must press **START** twice to scan the document.

Off Hook Alarm

You select this option to turn on the alarm if the telephone's handset is off-hook.

Image Contrast

You can select a setting that determines the level of contrast in the faxes you send. The Standard setting is usually appropriate for most documents. However, based on the lightness or darkness of your original fax document, you may prefer to lighten (Lighter) or darken (Darker) the contrast for the fax transmission.

Fax Heading Position

You can select where you want the sent fax heading information (your fax number, your name, and date and time) to print on the faxes you send. This information is known as the Transmit Terminal Identification (TTI).

On Error Resend

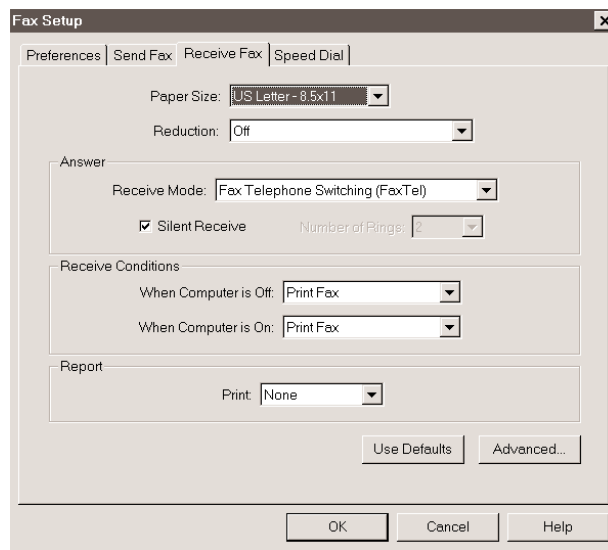
You can select this option if you want the MultiPASS to automatically redial when an error occurs while sending a fax. If this option is selected, you also select which pages should be resent:

- All Pages**—all pages of the fax.

- **Error and First Page**—the page on which the error occurred, all pages following the error, and the first page of the fax.
- **Error Pages**—the page on which the error occurred, and all following pages.

Setting Up Receive Fax Options

You can change the following options on the Receive Fax tab.



Paper Size

You can select the size of the paper you are using for printing a fax.

Reduction

You can specify whether you want an incoming fax reduced to ensure the contents fits on the paper on which it is printed. If you want to reduce the incoming fax, you can fit to height only, or both the height and width, to fit the paper size.

Answer Receive Mode

You can select the mode by which you want the MultiPASS to receive incoming calls:

- **Fax Telephone Switching (FaxTel)**—Automatically switch for receiving a call either as a fax or telephone call

- **Dedicated Fax Receive (FaxOnly)**—Automatically receive only fax calls
- **Manual Receive (Manual)**—Require you to manually answer the incoming call and then set the MultiPASS for an incoming fax
- **Answering Machine Mode (AnsMode)**—Automatically receive a call with your answering machine
- **Distinct Ring Pattern Detect (DRPD)**—Automatically switch between receiving a call either as a fax or telephone call based on the ring tone for each type of call (This setting is applicable only if you subscribe to a special network service with your phone company that defines multiple ring tones for your phone line.)

Answer Silent Receive

You select this option to set the MultiPASS **not** to ring for an incoming fax. (This is applicable only in FaxTel Mode and Fax Only Mode.)

Answer Number of Rings

If you cleared the Silent Receive option, indicating you want the MultiPASS to ring for incoming fax calls, you specify the number of times the MultiPASS should ring for the fax call. The MultiPASS will only ring if you have connected a telephone.

Receive Conditions

You can specify how the system should handle an incoming fax under the following conditions.

- If your computer is turned off:
You set the MultiPASS to print the fax (Print Fax) or save the fax in its memory (Save in Memory).
- If your computer is turned on:
You set the MultiPASS to move the fax to the Desktop Manager on your computer (Upload Fax), or to print the fax (Print Fax).

Report Print

You can specify whether or not you want a report to print with each fax reception, or only when there is an error.

Restoring the Default Settings

If you want to restore the option default settings after making changes, click **Use Defaults**.

Setting Up Advanced Receive Fax Options

To change the following Advanced Receive Send Fax options, click **Advanced** on the Receive Fax tab. You see this dialog box:

Ring Pattern	Action	FaxID	FaxNumber
<input type="checkbox"/> Normal	Tel		
<input type="checkbox"/> Double	Fax/Tel		
<input type="checkbox"/> S-S-L	Tel		
<input type="checkbox"/> S-L-S	Tel		
<input type="checkbox"/> Others	Tel		

Speed

You can set the transmission speed used to receive faxes. The higher the setting, the faster the fax is received. If you experience problems when receiving faxes, try a lower speed setting.

Error Correction (ECM)

You can select this option to reduce system and line errors when receiving a fax. With this option selected, the system checks each incoming fax for lost data. If data has been lost from a portion of a page, the system receives that portion again after confirming that all data within that portion can be received successfully.

Ink/Toner Saver Mode

You can select this option if you want to print documents in the Desktop Manager using a reduced amount of ink, thereby saving ink. When using this option, the printed document may appear to be less bright or contrasted.

Fax/Telephone Switching Options

You set the options if your Receive mode is Fax/Tel switching.

Listen Time Before Ringing

When a call is received, the MultiPASS checks to see if the call is from a fax machine or a telephone. If the MultiPASS does not have enough time to detect the fax tone, it assumes the call is from a telephone. You use this option to set the appropriate amount of time to allow the MultiPASS to check for the type of call.

Ring Time

When your MultiPASS is set to receive both fax and telephone calls, it rings to inform you of an incoming telephone call. If you do not pick up the telephone within a certain amount of time, the MultiPASS stops ringing. You use this option to set the appropriate amount of time the MultiPASS should ring.

Ring Tone

You can set the volume level of the ring tone.

Default Action If No Answer to Telephone

You set this option to Receive if you want the MultiPASS to handle an incoming call, detected as a telephone call that is not answered, as an incoming fax. If no fax is received, the line is then disconnected. If you set this option to Disconnect, the MultiPASS automatically disconnects the unanswered call, without trying to receive a fax.

Answering Machine Mode Options

You use this option only if you set the Receive mode on the Receive Fax tab to answering machine mode, and your fax sender may be using a fax machine that does not emit a send fax signal.

Receive Fax If No Signal

Select this option to have the MultiPASS automatically receive a call as a fax call if a send fax signal is not detected for the number of seconds you specify. Clear this option to have the MultiPASS remain in answering machine mode even if no send fax signal is detected. If no sound is detected by the MultiPASS (such as the caller speaking to leave a message), the answering machine disconnects.

Silent Period

Set the number of seconds you want the MultiPASS to check for a send fax signal.

Remote Receive

You select this option so that you can receive a fax by pressing an ID code on the telephone attached to the MultiPASS. If you select this option, you must assign a remote identification number that signals the MultiPASS to receive the fax.

Remote Identification Number

If you enable the Remote Receive option, you assign the identification number you will use to set the MultiPASS to receive a fax. The default number is 25.

DRPD Switch Options

You can select this option if you subscribe to the Distinctive Ring Pattern Detection (DRPD) service through your phone company. You then specify each ring pattern you have been assigned, with its associated action, fax ID, and fax number.

When you select this option, the Receive mode is automatically set to receive both fax and telephone calls.

Ring Pattern

If you subscribe to DRPD through your phone company, select the ring pattern assigned to each phone number by your phone company: Normal (single-ring), Double (double-ring), S-S-L (short-short-long ring), S-L-S (short-long-short ring), or Other.

Action

If you subscribe to DRPD through your phone company, select the type of call to be received for each selected ring pattern. Typically, you would specify telephone calls for one ring pattern and fax calls for the other ring pattern. However, if necessary, you can specify that a selected ring pattern switch between receiving telephone and fax calls.

Fax ID

If you subscribe to DRPD through your phone company, enter your name or company name (or some other fax recipient identification) for each selected ring pattern. This information is transmitted to the caller's fax machine and displayed in the caller's LCD as verification.

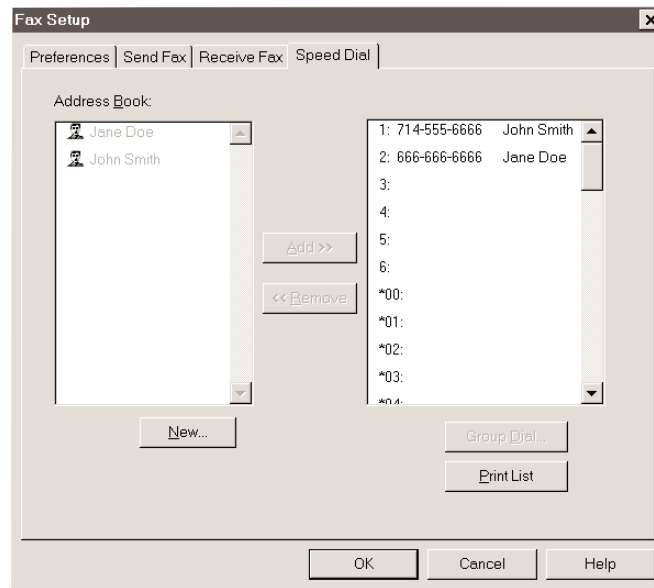
Fax Number

If you subscribe to DRPD through your phone company, enter the phone number assigned for receiving a call for each ring pattern. This information is transmitted to the caller's fax machine and displayed in the caller's LCD as verification.

Setting Up Speed Dial Assignments

On the Speed Dial tab, you can set up fax numbers for speed dialing with the MultiPASS. You use the fax recipients set up in your Address Book, assigning the desired individual to speed dial codes. If the recipient has not yet been set up in the Address Book, you can add the recipient while creating speed dial assignments. You can also set up a group speed dial, by assigning two or more individuals to a single speed dial assignment.

For reference, you can print the list of speed dial assignments to display near the MultiPASS.



Assigning an Individual to a Speed Dial Code

This section provides instructions for assigning a single recipient to a speed dial code.

1. In the Address Book list box, click on the recipient that you want to assign to a speed dial code.
2. Select the speed dial code to which you want to assign the recipient, and click **Add**.

To remove a recipient from a speed dial code, select the speed dial assignment, and then click **Remove**.

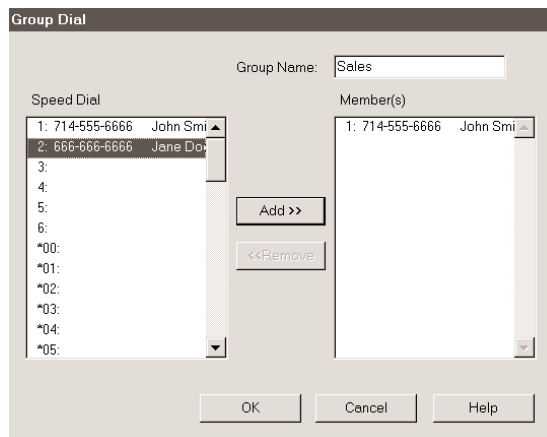
To print the speed dial assignment list, click **Print List**. Because of the list columns width, the first and last names of an address book entry may not fully display.

To add a recipient to the Address Book, click **New**. In the New Individual Entry dialog box, complete the appropriate information for the recipient and then click **Add**. For detailed instructions on completing the New Individual Entry dialog box, see *Adding and Editing an Individual Address* on page 3-14.

Defining a Group Speed Dial Code

This section provides instructions for assigning two or more recipients to a speed dial code.

1. On the Speed Dial tab, make sure the desired recipients for your group are set up as individual speed dial assignments.
2. Select the speed dial code to which you want to assign the group of recipients, and click **Group Dial**.
3. In the Group Name box, enter a name for the group assignment.



4. In the Speed Dial list box, select the first recipient and click **Add**. Repeat this procedure until the desired recipients are included in the Members list box.
 - To remove a member from the group, select the member in the Members list box and click **Remove**.
 - When all the desired members are listed in the Members list box, click **OK** to save your group.
 - To close the dialog box without saving your group, click **Cancel**.

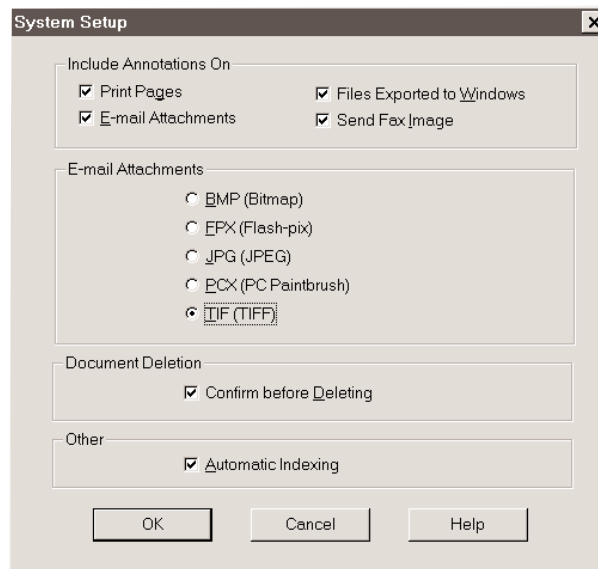
System Setup

You can set up various system settings using the System Setup dialog box.

Choose the **System Setup** command from the Setup menu.



You see the System Setup dialog box:



Include Annotations On

You can specify on what documents you want to display or hide document annotations—on Printed Pages, E-mail Attachments, Files Exported to Windows, or Send Fax Image. To enable the option (and show annotations), click the applicable checkbox.

E-Mail Attachments

You can specify the format you wish to use for color and monochrome document e-mail attachments—BMP, FPX, JPG PCX, or TIF. To make a selection, click the applicable button.

Document Deletion

Click the “Confirm before Deleting” checkbox to display a confirmation message before deleting a document.

Other

Click “Automatic Indexing” to allow for automatic indexing.

After making your settings, click **OK**.

Launcher Setup

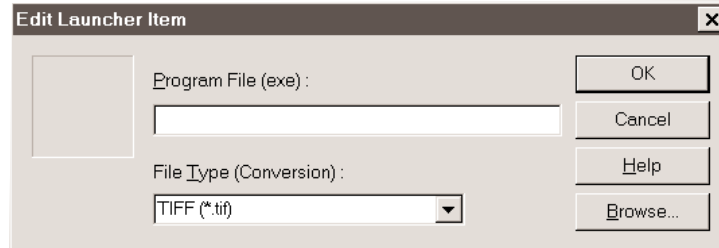
You can change the contents of the Launcher using the Launcher Properties dialog box. Choose the Launcher Setup command from the Setup menu.



You see the Launcher Setup screen:



1. Click the next Empty location, then click **Edit**; or click a blank launcher icon, click the right mouse button, and click **Edit**.



2. Click **Browse**. A standard Windows Browse dialog box displays.
3. Locate the .EXE file you wish to add to the Launcher, highlight it, and click **Open**.
4. Select a File Type (Conversion) option from the File Type list. This allows you to start an application by dragging and dropping a document onto the Launcher Bar application and have the document converted into the specified format. You can specify that documents be converted to:
 - Bitmap (*.bmp)
 - Flashpix (*.fpx)
 - JPEG (*.jpg)
 - PC Paintbrush (*.pcx)
 - TIFF (*.tif)
 - Plain text (*.txt)
5. Click **OK** to close the Edit Launcher Items dialog box.
6. Click **OK** to close the Launcher Setup dialog box and add the program to the Launcher bar.



Note

You can also drag and drop an .EXE file from the Windows desktop or Windows Explorer onto an empty Launcher spot, then edit the application's properties as desired.

Editing a Launcher Application

1. Choose the Launcher Setup command from the Setup menu.
2. Click the desired application, then click **Edit**.
 - Change the assigned Program file or file type as desired and click **OK**.
 - To re-arrange the order of Launcher items, highlight an application, then use the **Move Up** or **Move Down** buttons.
 - To delete an item, highlight it and click **Delete**.
3. Click **OK** to close the Launcher Properties dialog box.

You can also click the right mouse button on a launcher icon, then click **Edit** to edit a launcher application or **Delete** to delete the icon.

Using the Launcher

You can use the Launcher in one of two ways:

- Click an application to start it.
- Drag and drop a document onto an application to start the application and display the document in the specified file format.

When you launch a document, a *copy* of the document is displayed in the application with a system assigned name. If you save the document, it is saved with the system assigned name in your C:\Windows\Temp directory. If you want to give the document a more meaningful name, use the **Save As** command. Any modifications made to the document are made to the copy, and not the original document stored in the Desktop Manager.

Making a Phone Call From the Desktop Manager

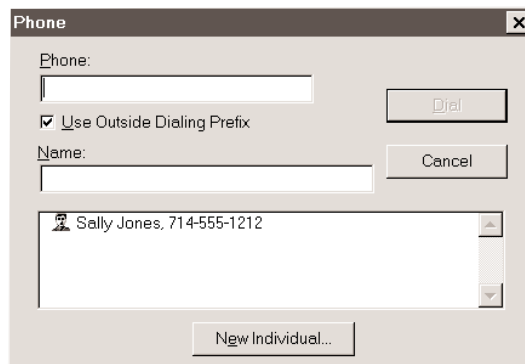
You can use the MultiPASS and Desktop Manager to dial telephone calls if:

- You have a telephone attached to the MultiPASS
- You selected the “Telephone Attached to Unit” option on the Preferences tab in the Setup Options dialog box in the Desktop Manager.

You can place a call to any individual you want, whether or not the individual has been set up in the Address Book. At the time you are attempting to make your call, you can also set up an individual in the Address Book.

Placing a Phone Call

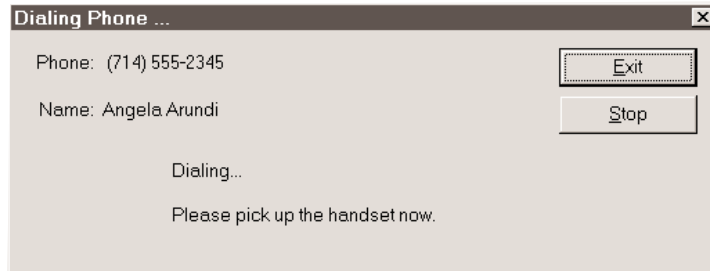
1. Choose the **Phone** command from the File menu or toolbar.



2. In the Phone dialog box, enter the phone number you want to call, or select an Address Book entry.

When you enter the phone number, you use the applicable numeric characters and any valid characters that separate the different segments of the phone number. For example, you can use 0 through 9, dash (-), or parentheses (). Other characters are also available for entering a phone number. For a complete list of the characters that are valid in the Desktop Manager, refer to Appendix B.

3. To add an individual to the Address Book, click **New Individual** and complete the Individual Entry dialog box. For details on completing the Individual Entry dialog box, see *Adding and Editing an Individual Address* on page 3-14.
4. With the phone number entered or selected, click **Dial**.



5. When the Dialing Phone dialog box displays, you are prompted to pick up the handset.
6. When you have completed your call, click **Exit**.

Using the MultiPASS Server

The MultiPASS Server is a utility that tracks the current status of the MultiPASS, incoming and outgoing faxes, print and scan jobs, and any error conditions needing your attention. When you install the MultiPASS Desktop Manager, the MultiPASS Server is placed in the Windows Startup menu. Therefore, the MultiPASS Server starts each time you start up Windows.

The MultiPASS Server displays as an icon in the notification area of the Windows taskbar or as a window. In either case, the MultiPASS Server alternates the status message shown for more than one activity occurring at the same time. For example, if the sending of a fax and an out-of-paper error condition occur at the same, the MultiPASS Server alternates the display of the corresponding messages.

If you close the MultiPASS Server, you can open it from the Windows desktop:

- From the Windows desktop, click **Start**, point to **Programs**, then point to **MultiPASS Desktop Manager 3.0**, and click **MultiPASS Server**.

From the Desktop Manager, choose the MultiPASS Server command from the Tools menu to open the MultiPASS Server window.

Using the Minimized MultiPASS Server

The minimized MultiPASS Server appears as an icon in the notification area of the Windows taskbar.

The graphical appearance of the icon depicts the type of activity it is reporting. For example, the scan graphic is used to depict the status of scan activity.

Click the right mouse button on the icon to display a menu allowing you to open the MultiPASS Server window, open the Desktop Manager, specify that the icon always be on top, display device information, and close the MultiPASS Server.

To open the MultiPASS Server window from the icon, click **Restore** on the MultiPASS Server menu.

To open the Desktop Manager from the MultiPASS Server icon, click **Go To Manager** on the MultiPASS Server menu.

To keep the icon on top, click **Always On Top**. To display information about the MultiPASS, click on **Device Information**.

To close the MultiPASS Server, click **Close** on the MultiPASS Server menu.

Using the MultiPASS Server Window

The MultiPASS Server window displays the status of MultiPASS activity *only*. You cannot use the MultiPASS Server to interrupt an activity.



The MultiPASS Server window contains commands that enable you to: open the Desktop Manager, specify the MultiPASS Server as the top window at all times, display device information, close the window and return to the minimized MultiPASS Server, and close the MultiPASS Server.

To open the menu on the MultiPASS Server window, click the right mouse button in the MultiPASS Server window.

To open the Desktop Manager, click **Go To Manager** on the menu. Or, click the **Manager (M)** in the window title bar.

To specify the MultiPASS Server as the top window, click **Always On Top** on the displayed menu.

To display information about the MultiPASS, click on **Device Information**.

To return to the MultiPASS Server icon, click **Minimize** on the MultiPASS Server menu. Or, in the window title bar, click the Minimize button (-).

To close the MultiPASS Server, click the **Close** button in the window title bar.

Status Messages

The MultiPASS Server reports the following statuses for the MultiPASS.

Idle

The MultiPASS is currently inactive.

Scanning

The MultiPASS is scanning an image. The MultiPASS Server window displays the number of the page currently being scanned.

Printing

The MultiPASS is printing a document.

Sending Fax

The MultiPASS is sending a fax document. The MultiPASS Server window displays the number of the page currently being faxed.

Receiving Fax

The MultiPASS is receiving a fax document. The MultiPASS Server window displays the number of the page currently being received.

Attention Needed

The MultiPASS needs your attention for situations such as the MultiPASS being out of paper. The MultiPASS Server window describes the nature of the attention required.

When you have corrected the situation, the status message automatically clears.

Error Warning

The MultiPASS has a problem that needs your immediate attention, such as when the MultiPASS Server can no longer detect the MultiPASS. The MultiPASS Server window displays the nature of the problem with a comment indicating a corrective action.

When you have corrected the situation, the status message automatically clears.

Closing the MultiPASS Server

If you decide you need to disconnect the MultiPASS from the designated port and/or attach another device to the port, you should close the MultiPASS Server first. If you close the MultiPASS Server first, you avoid receiving error messages when the MultiPASS Server detects it can no longer communicate with the MultiPASS.

When you start the Desktop Manager again at a later time, the MultiPASS Server is automatically reopened if your MultiPASS has been reconnected to the port. You can also open the MultiPASS Server from the Windows desktop without opening the Desktop Manager.

If you are closing the MultiPASS Server, you may want to set the MultiPASS to print any received faxes (see page 8-7 for details on setting Receive Conditions). With the MultiPASS Server closed, received faxes cannot be moved to the Desktop Manager.

Received faxes can be stored in memory on the MultiPASS. However, if the memory becomes full, the MultiPASS is unable to receive more faxes until you print the faxes stored in memory.

Before closing the MultiPASS Server, close the MultiPASS Desktop Manager. Then, in the notification area of the Windows taskbar, click the right mouse button on the MultiPASS Server icon and click **Close**.

Removing the MultiPASS Server From StartUp

Closing the MultiPASS Server does not remove it from the Windows StartUp group. If you have disconnected your MultiPASS, the next time you start Windows, the MultiPASS Server will try to open. At that time, the MultiPASS Server will be unable to detect the device and it will display an error message.

When you close the message dialog box, the MultiPASS Server closes automatically, because it cannot detect the MultiPASS unit. Your port remains available for you to use with other devices.

However, if you would like to prevent the message from displaying each time you start Windows, you can remove the MultiPASS Server from the StartUp group.

The following instructions summarize the procedures for removing a program from Windows StartUp. For more details, refer to your Windows user documentation.

1. On the Windows desktop, click the right mouse button on Start.
2. On the displayed menu, click **Open**.
3. In the Start Menu window, double click the Programs icon.
4. In the Programs window, double-click the StartUp icon.
5. In the StartUp window, click the MultiPASS Server icon and press the **Delete** key.

Restarting the MultiPASS Server

If you reconnect the MultiPASS to the port and want to begin using the Desktop Manager again, the MultiPASS Server is restarted automatically when you open the Desktop Manager. You can also open the MultiPASS Server without opening the Desktop Manager.

1. On the Windows desktop, click **Start** and then point to **Programs**.
2. On the Programs menu, point to **Canon MultiPASS Desktop Manager 3.0**, then click **Canon MultiPASS Server**.

The MultiPASS Server starts automatically.

Adding the MultiPASS Server to StartUp

When you reconnect your MultiPASS printer device, you will probably want to add the MultiPASS Server to the StartUp group again (if you removed it as described earlier). With the MultiPASS Server in StartUp, the MultiPASS Server automatically opens when Windows is started.

The following instructions summarize the procedures for adding a program to Windows StartUp. For more details, refer to your Windows user documentation.

1. Open Windows Explorer.
2. Display the contents of the C:\Program Files\Canon\MultiPASS directory and click the right mouse button on MONITR32.EXE.
3. In the displayed menu, click **Create Shortcut** (a shortcut item appears).
4. Click the plus (+) signs next to the Windows folder, the Start Menu folder, and then the Programs folder.
5. Drag the shortcut item (created in Step 3) to the StartUp folder.

The MultiPASS Server will automatically be started when you start Windows.

Disconnecting the MultiPASS

You can disconnect the MultiPASS if you want to use the parallel port for another purpose. Before disconnecting your unit, be sure to close the MultiPASS Server.

1. Turn off your computer.
2. Unplug your computer from all electrical sources.
3. Unplug the MultiPASS from all electrical sources.
4. On the back of your computer, remove the cable connector from the parallel printer port.
5. On the MultiPASS, release the wire clips and remove the cable connector from the port.
6. Plug your computer back in to the electrical source.

Uninstalling the MultiPASS Software

If you are planning on reinstalling the MultiPASS Desktop Manager, you must first uninstall the current installation of the software. When you uninstall the software, you remove the MultiPASS Desktop Manager and related printer, fax, and scanner drivers. The following items are not removed, so that you can reinstall the MultiPASS Desktop Manager at a later time and continue to use your data files, address book, cover page templates, search keys and so on:

- MultiPASS directory
- Data folders and files (such as Fax Log and Address Book)
- System files shared with other applications

When uninstalling, you remove the MultiPASS printer and fax drivers, and the Desktop Manager software.

Removing the Printer and Fax Drivers

1. From the Windows desktop, click **Start**, and then point to **Settings**.
2. On the Settings menu, click **Printers**.
3. In the Printers dialog box, click the **Canon MultiPASS Printer** icon and press the **Delete** key.
 - Repeat this step for the **Canon MultiPASS Fax** icon.

Uninstalling the Desktop Manager

1. Close the MultiPASS Desktop Manager and all MultiPASS-related utilities (such as the Cover Page Designer).
2. Close the MultiPASS Server. (See page 8-23 for details.)
3. From the Windows desktop, click **Start**, point to **Settings**, and choose **Control Panel**.
4. Double-click the **Add/Remove Programs** option.

5. Highlight **Canon MultiPASS Desktop Manager 3.0** and click the **Add/Remove** button.
6. Follow the on-screen instructions.

Uninstalling the Scan Software (ScanGear)

1. Click **Start**, and then point to **Settings**.
2. On the Settings menu, click **Control Panel**.
3. In Control Panel, double-click **Add/Remove Programs**.
4. In Add/Remove Programs Properties dialog box, click **Canon ScanGear for MultiPASS 4.0**, and then click the **Add/Remove** button.
5. Follow the on-screen instructions.

Completing the Uninstall Process

Once you have deleted the drivers, the Desktop Manager, and the scan software, be sure to restart the computer.

Reinstalling the Desktop Manager

When you want to reinstall the MultiPASS Desktop Manager, see your *Quick Start Guide* for details.



Be sure to restart your computer *after uninstalling* the Desktop Manager and *before reinstalling*.

Maintaining the MultiPASS C3500

9



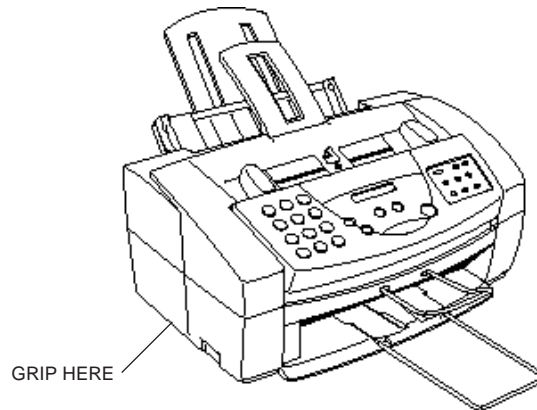
This chapter describes the routine maintenance required for your MultiPASS C3500. It includes:

- MultiPASS guidelines
- Routine maintenance
- Cleaning inside the MultiPASS
- Printing the nozzle check
- Cleaning the BJ cartridge print head
- BJ cartridge guidelines
- Replacing the BJ cartridge
- Replacing a BJ tank in the BC-21e Color BJ Cartridge
- Storing a BJ cartridge
- Transporting the MultiPASS

MultiPASS Guidelines

Follow these guidelines to avoid damage to your MultiPASS and harm to you or others:

- Place the MultiPASS on a stable surface. Do not use an angled stand. Avoid setting the unit in direct sunlight.
- Do not install the MultiPASS near devices that contain magnets or generate magnetic fields, such as speakers.
- Do not subject the MultiPASS to strong physical shock or vibration.
- Make sure the area where you use the unit is free from dust.
- Keep the MultiPASS clean. Dust accumulation can prevent the unit from operating properly.
- To assure proper electrical contact, make sure the unit is firmly plugged in.
- Never pull on the cord to unplug the MultiPASS. Pull on the plug itself.
- Do not overload the electrical outlet where the MultiPASS is plugged in.
- For your safety, unplug the MultiPASS during electrical storms.
- Lift the MultiPASS from the bottom only. Do not lift the unit by the operator panel or any of its trays.



Routine Maintenance

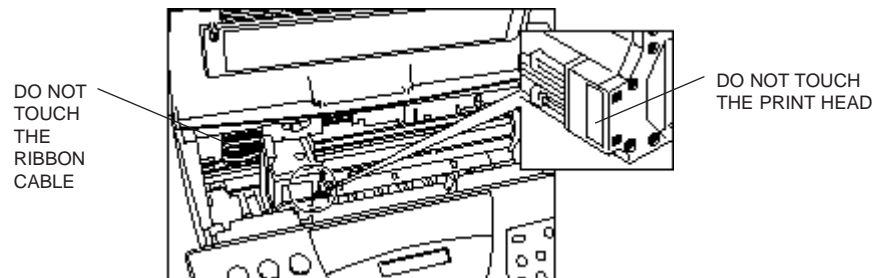
Your MultiPASS requires little routine maintenance. Follow these guidelines to keep your MultiPASS in good operating condition:

- Before you clean the MultiPASS, be sure to print any faxes stored in memory.
- Do not use tissue paper, paper towels, or similar materials for cleaning; they can stick to the components or generate static charges.
- Be sure to disconnect the power cord before cleaning the unit.
- Lightly wipe the unit's exterior with a clean, soft, lint-free cloth moistened with water or diluted dishwashing detergent solution.
- Never use thinner, benzene, alcohol or any other organic solvent, as it may damage the surface of the MultiPASS.

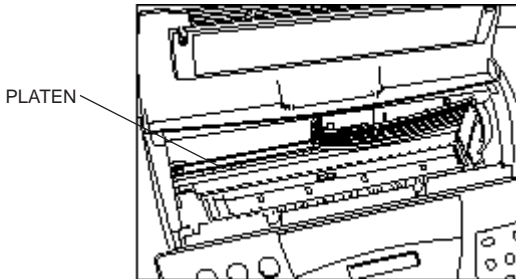
Cleaning Inside the MultiPASS

To prevent ink spots and paper dust from accumulating inside the MultiPASS and affecting print quality, clean the unit's print area periodically. Follow these guidelines:

- Never use volatile liquids such as thinners, benzene, acetone, or any other chemical cleaner to clean the interior of the MultiPASS, or you can damage its components.
- Avoid touching the print head or ribbon cable inside the MultiPASS.



- Disconnect the power cord from the MultiPASS before cleaning.
- Open the printer cover by grasping the paper guides and lifting.
- Use a clean, soft, dry, lint-free cloth to remove any ink or paper debris from the printer's interior, especially around the platen. Make sure not to touch the cartridge.



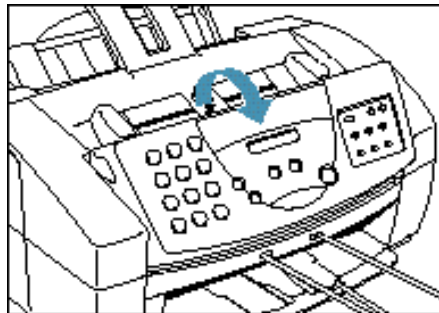
- Check the small black rollers. If they are dirty, clean them with a soft, dry cloth.
- When finished, close the printer cover, and plug the MultiPASS back in.

Cleaning the Scanner Components

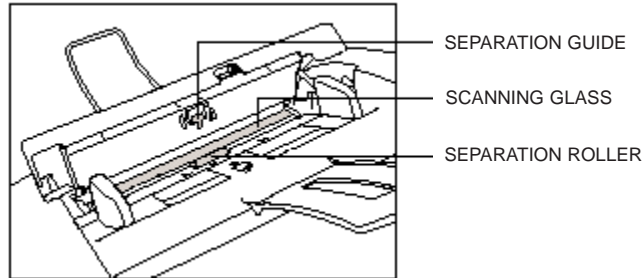
Periodically check and clean the scanning components as explained here. Be sure to disconnect the power cord from the MultiPASS.

1

Open the operator panel by gently pulling it toward you.



Clean the components.



- Separation guide
Wipe with a dry, soft cloth.
- White sheet and scanning glass
Use a clean, soft, lint-free cloth moistened with water to clean the white sheet and scanning glass, then wipe them with a soft, dry, lint-free cloth.
- Separation roller
Wipe with a soft, dry clean cloth to clean the rollers.



Note

If the scanning components are dirty, the documents you send or print will also be dirty.

Be sure to use a soft cloth to avoid scratching the components.



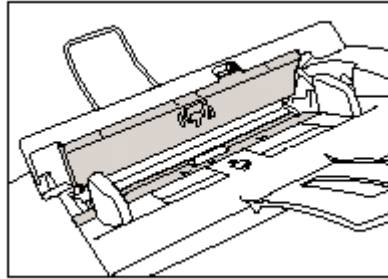
Caution

Do not use tissue paper. Dust from the tissue paper causes static electricity.

3

Clean the shaded areas of the operator panel and the unit.

- Dirt and dust particles that collect on the underside of the operation panel also affect the quality of the documents you copy or send.



- Use a soft, dry, clean cloth to wipe up paper dust around the rollers.

4

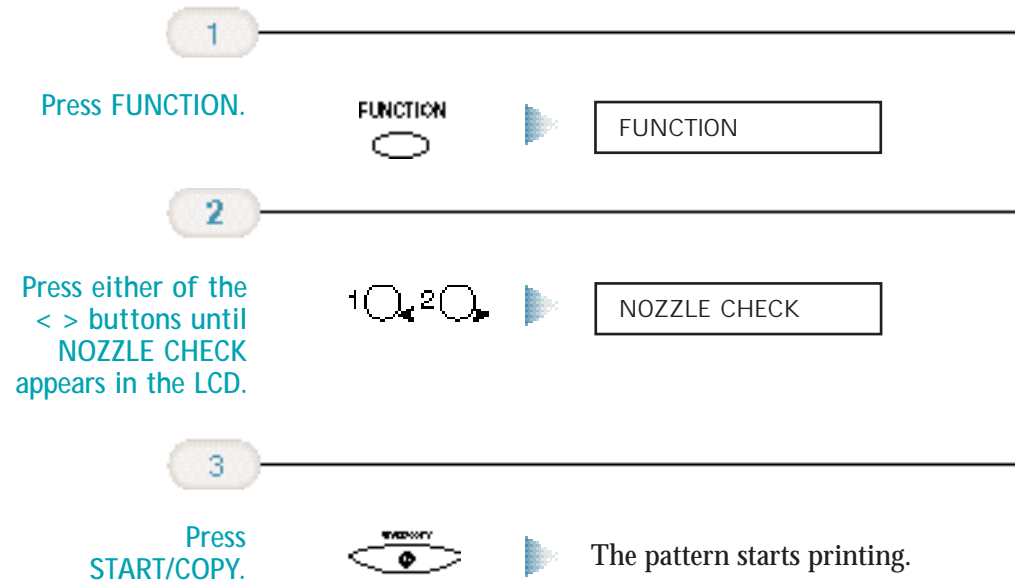
When you are finished, close the operator panel.

- Press the center of the operator panel until it locks into place.
- Plug the unit back in.

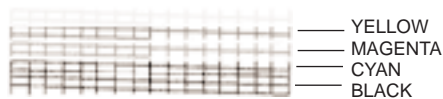
Printing the Nozzle Check

Use this test print to check that each print head nozzle is operating properly.

Make sure the MultiPASS is plugged in.



When the BC-21e Color BJ Cartridge is installed, the pattern includes all four colors: yellow, magenta, cyan, and black. In the color pattern, you'll notice that lines are missing between the colors. This is normal.



The following sample shows the Nozzle Check when the optional BC-20 Black BJ Cartridge is installed.



Maintaining the MultiPASS C3500

Cleaning the BJ Cartridge Print Head

To maintain the best possible print quality, you need to clean the BJ cartridge print head from time to time. Your MultiPASS is equipped with a print head cleaning function. If you notice some degradation in the print quality, try cleaning the print head.



Caution

Cleaning the print head consumes a small amount of ink. Cleaning too often reduces the amount of ink in the BJ cartridge.

1

Press **FUNCTION**. ○ Make sure the MultiPASS is plugged in.



2

Press the **<** or **>** button until **HEAD CLEANING** appears in the LCD display.



3

Press **START/COPY**.

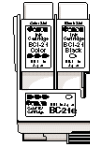


- When cleaning ends, the MultiPASS beeps once to let you know it is done, and returns to Standby mode.
- Do this five consecutive times if necessary.
- If the problem persists, install a new BJ cartridge.

BJ Cartridge Guidelines

You can use these cartridges with the MultiPASS:

- **BC-21e Color BJ Cartridge**
Contains the print head unit and two replaceable BJ tanks, one color (cyan, magenta, yellow) and one black. You can replace the BJ tanks without replacing the print head unit when you run out of ink.
- **BC-20 Black BJ Cartridge**
Contains the print head unit and black ink only. Use this optional cartridge when you will be printing with black ink only and for fast, five page per minute printing. When you run out of ink, you replace the complete cartridge.
- **BC-22e Photo BJ Cartridge**
Contains the print head unit and color and black inks. Use this optional cartridge when you want to produce photo-realistic color printing. When used with Canon's High Resolution Paper (HR-101), this ink produces images comparable to your favorite photographs. When you run out of ink, you replace the complete cartridge.
- **BC-29F Neon BJ Cartridge**
Contains the print head unit and neon color and black inks. Use this optional cartridge when you want to add hot new colors to everything from your business graphs to stickers for your kids. These amazing, bright fluorescent colors make your pictures, graphs, and fun images really stand out. When you run out of ink, you replace the complete cartridge.



BJ Cartridge and BJ Tank Maintenance

The most important thing you can do to extend the life of your MultiPASS and to ensure optimum print quality is take care of the BJ cartridges.

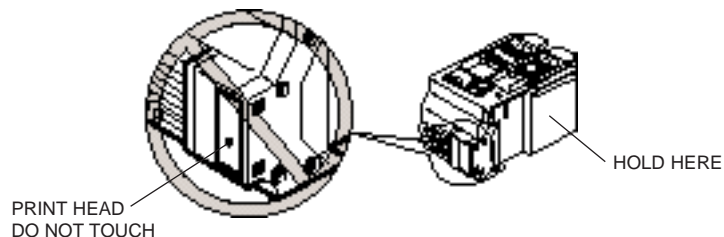


Spilled ink can stain any surface. Open BJ cartridges and BJ tanks carefully, and follow the guidelines presented here to protect against spilled ink.

- If you are using both the BC-21e Color BJ Cartridge and any of the optional BJ cartridges, make sure you store the cartridge not being used in the Ink Cartridge Storage Box.
- Keep BJ cartridges and BJ tanks in their sealed containers until you are ready to use them.
- Do not remove the BJ tanks from the BC-21e Color BJ Cartridge unnecessarily. This may cause the ink to clog.
- Make sure both BJ tanks are installed in the BC-21e Color BJ Cartridge. Attempting to use the BC-21e Color BJ Cartridge with one BJ tank only may cause ink clogging.
- If spilled, the ink is difficult to remove. Therefore, it's a good idea to keep the BJ cartridges and BJ tanks out of the reach of children.
- Do not touch the print head area on the BJ cartridge. Ink may leak out and cause stains.



Hold the BJ cartridge on the sides only. Do not touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side. The metal area may become hot during printing.



Using Ink

Canon has more engineers dedicated to creating quality ink for providing the best results for output on Bubble Jet printers than any other organization. Canon does not prohibit the use of third-party inks and the use of third-party inks does not invalidate the product's limited warranty. However, Canon cannot guarantee the quality or performance of your printer when you are using inks from other suppliers.

Canon's limited warranty does not cover damage caused to Canon's Bubble Jet products that is attributable to the use of third party parts or supplies, including inks. The limited warranty remains in effect for its life once that particular damage has been properly repaired.



Note

For optimum printing results, Canon recommends that you use the Canon BC-21e Color BJ Cartridge or the optional Canon BC-20 Black, BC-22e Photo, and BC-29F Neon BJ Cartridges with your MultiPASS.

When replacing BJ tanks in the BC-21e Color BJ Cartridge, Canon recommends that you use the Canon BCI-21 Color and BCI-21 Black BJ Tanks.

Replacing the BJ Cartridge

The actual amount of ink that you use will vary depending on the print density of a page. If the majority of your output is graphics, you may need to change cartridges or tanks more often than when you are printing text only. See Appendix A, *Specifications*, for details on the life expectancy of the BJ cartridges.

You may need to replace the BJ cartridge or a BJ tank when any of the following conditions exist:

- You have been using the cartridge for over one year.
- Your printed output is not crisp and clear, and there are gaps in the characters (missing dots) even after you have cleaned the print head at least five times.
- You see the CHANGE CARTRIDGE message in the LCD.

If you are using the BC-21e Color BJ Cartridge and your output is blank, one of the BJ tanks is probably out of ink. See the instructions starting on page 9-16 for replacing a BJ tank.

The following procedure describes how to replace the BC-21e Color BJ Cartridge with the optional BC-20 Black BJ Cartridge. Follow the instructions in this section to replace an old BJ cartridge or to change BJ cartridges when you are switching between the BC-21e and any of the optional BJ cartridges.

You only need to replace the BC-21e Color BJ Cartridge when the print head is damaged (or after printing approximately 2000 pages). If one of the BJ tanks (either color or black) in your BC-21e Color BJ Cartridge is out of ink, see the next section (page 9-16) for instructions on how to replace a BJ tank.

To replace the BJ cartridge, follow these steps:

1

Press the
CARTRIDGE
button.

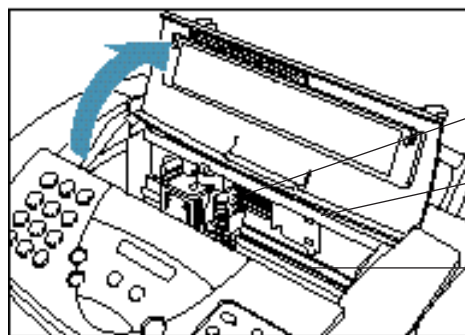


The cartridge holder moves to the center of the unit.

2

Open the
printer cover.

- Grasp both sides and lift it up.



DO NOT TOUCH THE
RIBBON CABLE

DO NOT TOUCH THE
GUIDE RAIL

DO NOT TOUCH THE
ROUND SHAFT



Caution

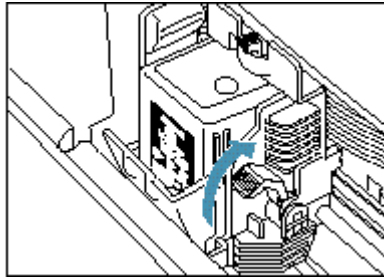
Do not try to move the cartridge holder manually; this may damage the unit. If the cartridge holder does not move and the unit beeps several times, unplug the MultiPASS C3500 and let it cool for several minutes. (The device has an automatic protection mode that prevents it from overheating.) After allowing it to cool, plug the unit in again and press the **CARTRIDGE** button to move the cartridge holder to the center of the unit.

Hold the BJ cartridge on the sides only. Do not touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side. The metal area may become hot during printing.

3

Lift the green lock lever on the cartridge holder.

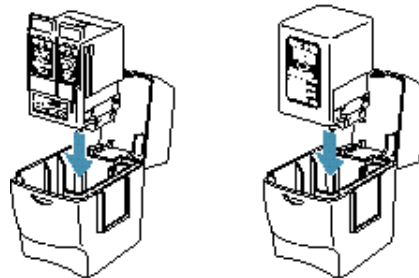
- Gently pull up on it.



4

Dispose of or store the BJ cartridge.

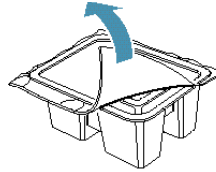
- Dispose of the old BJ cartridge, or store it in the Ink Cartridge Storage Box.



5

Open the BJ cartridge package.

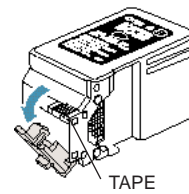
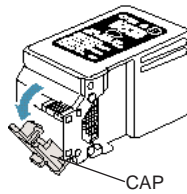
- Peel the protective foil off the new BJ cartridge's packaging, and remove the cartridge.



6

Remove the protective material from the BJ cartridge.

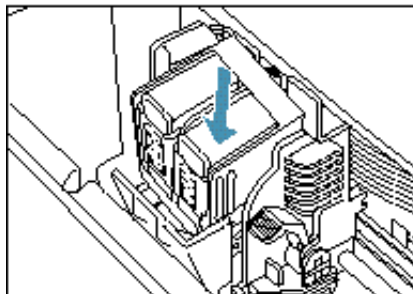
- Carefully lift off the orange cap from the cartridge's print head; then remove the orange tape. Remember that spilled ink can stain any surface; protect yourself and your work area.



7

Slide the BJ cartridge straight into the cartridge holder.

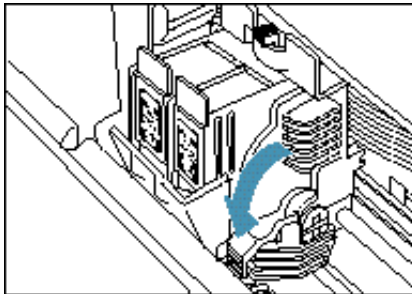
- Make sure the cartridge label faces you.
- Be careful not to touch the silver plate on the bottom of the BJ cartridge or the silver metal or circuit area on the side.



8

Make sure the cartridge is aligned against the back of the holder, then lower the green lock lever.

- The BJ cartridge locks into position.
- Do not apply excessive force.



9

Close the printer cover, and press the CARTRIDGE button.



The MultiPASS cleans the print head and moves the cartridge holder to the home position on the right side of the unit.



Note

Be sure to set the paper thickness lever for the type of BJ cartridge you installed. See page 2-16 for details.

When exchanging one cartridge type for another (such as replacing a BC-21e with a BC-20), be sure to select the appropriate Color Model in the Graphics tab of the MultiPASS Printer Properties prior to printing from a Windows application.

Replacing a BJ Tank in the BC-21e Color BJ Cartridge

If you perform a print operation correctly but the output is blank, portions are missing, or colors are very wrong, a BJ tank may be out of ink. If the output is still blank after cleaning the print head at least five consecutive times, replace the empty BJ tank in the BC-21e Color BJ cartridge.

You leave the BJ cartridge in the MultiPASS when replacing a BJ tank.

1

Press the **CARTRIDGE** button.

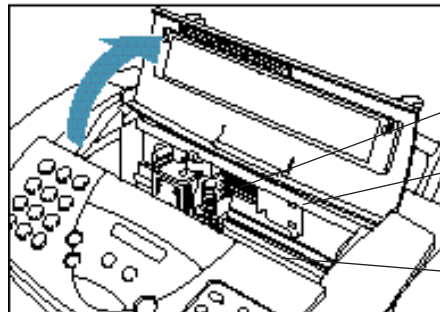


The cartridge holder then moves to the center of the unit.

2

Open the printer cover.

- Grasp both sides and lift it up.



DO NOT TOUCH THE RIBBON CABLE

DO NOT TOUCH THE GUIDE RAIL

DO NOT TOUCH THE ROUND SHAFT

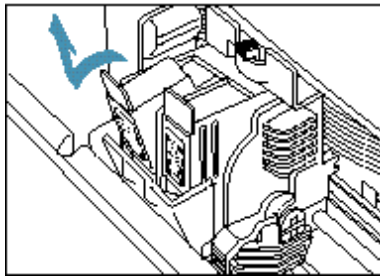


Do not try to move the cartridge holder manually, or you may damage the unit. If the cartridge holder does not move and the unit beeps several times, unplug the MultiPASS and let it cool for several minutes. (The device has an automatic protection mode that prevents it from overheating.) After allowing it to cool, plug the unit in again and press the **CARTRIDGE** button to move the cartridge holder to the center of the unit.

3

Remove the empty BJ tank.

- The color BJ tank is on the left; the black BJ tank is on the right.
- Grasp the tab on the top of the tank and pull forward to release the BJ tank.
- Then lift the BJ tank up and out of the BJ cartridge unit.

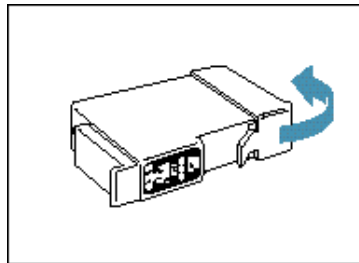


- Dispose of the BJ tank properly. You may want to place it in a plastic bag to keep from spilling any residual ink.

4

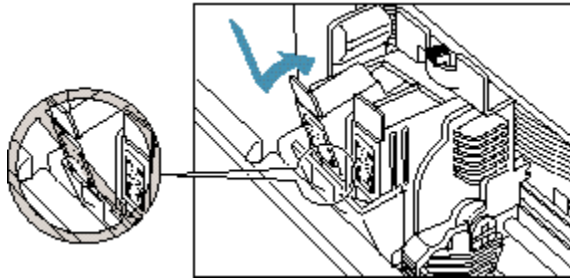
Take the new BJ tank out of its packaging.

- Remove the orange protective cap.
- Do not touch the bottom of the BJ tank; you may get ink on your hands.



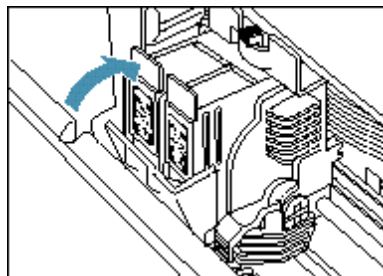
5

Slide the new BJ tank into the empty slot.



6

Press firmly on the tab on top of the new BJ tank until it snaps into place.



- If you are replacing both tanks, repeat steps 3 through 6 for the other BJ tank.
- Make sure each tank is properly seated in its slot.

7

Close the printer cover, and press the CARTRIDGE button.



The cartridge holder then moves to the home position on the right side of the unit.



Note

Before you unplug the MultiPASS, make sure the BJ cartridge is in the home position on the right side. If you unplug the unit while it is printing, or move the BJ cartridge from the home position, the cartridge will not be capped and may dry out.

Storing a BJ Cartridge

Whenever you unwrap a BJ cartridge, you must either install it in the MultiPASS or store it in the Ink Cartridge Storage Box to prevent the print head from drying and clogging.

1

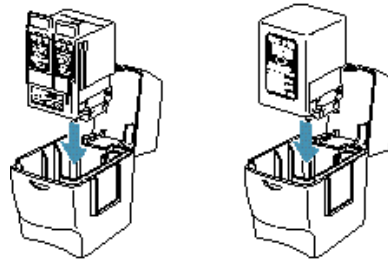
Open the Ink Cartridge Storage Box.

- When opening the Ink Cartridge Storage Box, press in on the release tab that locks the cover in place.

2

Carefully set the cartridge in the storage box.

- You must insert the cartridge correctly or the storage box will not close.
- The protective cap must be removed from the cartridge before you set it in the storage box.



3

Close the storage box.

- Be sure the lid snaps closed.





Note

Whenever you remove a BJ cartridge from the MultiPASS, store the cartridge in the storage box (unless you are disposing it).

If you have more than one Ink Cartridge Storage Box, you can hook them together. Simply connect them by the slides and grooves on the sides of the containers.

Transporting the MultiPASS

If you need to transport the MultiPASS, be very careful. **DO NOT** remove the BJ cartridge.

1

Make sure the BJ cartridge is in the home position.

- With the cartridge holder on the right side of the unit, tape the BJ cartridge and cartridge holder to the side of the unit.

2

Disconnect all cables.

- Unplug the power cord.
- Disconnect the telephone lines and parallel cable.

3

Lower the paper rest and remove all trays.

- Remove the sending document support.
- Remove the document support and output tray extension.

Troubleshooting 10



This chapter contains information to help you solve problems you may have when using the MultiPASS C3500. It includes:

- Paper jams
- LCD messages
- Printing problems
- Print quality problems
- Color printing problems
- Paper feeding problems
- Faxing problems
- Telephone problems
- Copying problems
- General problems
- Technical notes
- Memory Clear Report

If you have a problem with your MultiPASS C3500 and you cannot resolve it by referring to the information in this chapter, contact the Canon Computer Systems Customer Care Center. See page 1-4 for details.

Canon's support personnel are trained in the technical support of Canon's products and should be able to help you with your problem. If your printer requires service, they can provide you with the telephone number of your local Canon Authorized Service Facility (ASF).



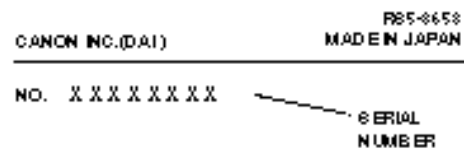
Note

Attempting to repair the MultiPASS yourself may void the limited warranty as to that repair. See the limited warranty card for details.

If you need to contact Canon directly, make sure you have the following information:

- Product name—MultiPASS C3500
- Serial number
- MultiPASS Desktop Manager version number
- Place of purchase
- Nature of problem
- Steps you have taken to solve the problem and the results

The serial number is located on the label on the back of the unit:



The version number of MultiPASS Desktop Manager is included in the About information. In the Desktop Manager, click **Help** and then click **About**.

Paper Jams

On occasion, the document feeding into the MultiPASS or the paper in its sheet feeder may misfeed or jam. You can usually clear the problem easily.



Note

You need not unplug the MultiPASS to clear paper jams.

Jams in the Automatic Document Feeder (ADF)

CHECK DOCUMENT

1

Press STOP.

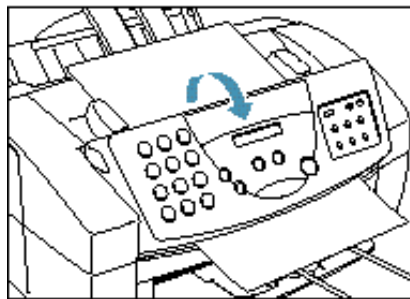


Stops the operation.

2

Open the operator panel.

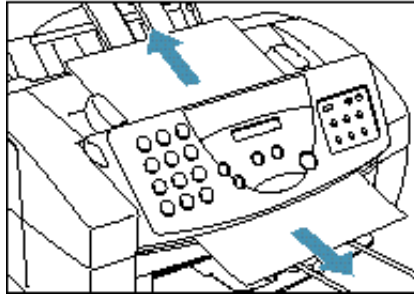
- Gently pull the operator panel toward you.
- It opens only slightly.



3

Remove the document.

- While holding the operator panel open, remove the document.
- Pull it in either direction, but DO NOT force it.



- If a multipage document is loaded, remove the entire document from the ADF.

4

Close the operator panel.

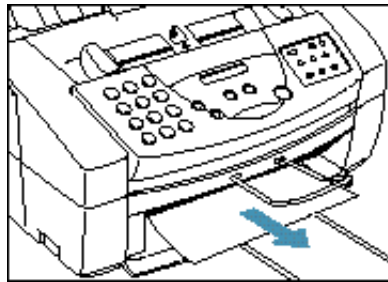
- Gently press the operator panel until it clicks closed.
- Fan and stack the sheets, and replace the stack in the ADF.
- Start your operation again.

Jams in the Sheet Feeder

CLEAR PAPER JAM

1

Gently pull any jammed paper out of the unit.



2

Remove the stack of paper from the sheet feeder.

- Fan the paper, and tap it on a flat surface to even out the stack.
- Reinsert the paper into the sheet feeder. Make sure you adjust the paper guide to the stack, and that the stack does not exceed the limit mark.

3

Press **STOP** or **RESUME**.



This clears the error message.

- If the **ALARM** light is on, press **RESUME** to eject the page and clear the error message.
- If you are printing from a Windows application, follow any instructions displayed on your computer.

If the paper jam occurred while a fax was being received, the MultiPASS will store the fax in memory and print it when the jam is cleared.

LCD Messages

The following messages are displayed in the LCD when the MultiPASS is performing a function or encounters an error. The Error Code appears on the Activity Report.

Message	Error Code	Cause	Action
AUTO REDIAL	—	The MultiPASS is waiting to redial the other party's number because the line was busy or the other party did not answer when you tried to send the document.	Wait for the MultiPASS to try redialing. If that doesn't work, wait until the MultiPASS starts to dial the number, then press STOP to cancel redialing. Try to send the document again at a later time.
BUSY/NO SIGNAL	#005/018	<p>The telephone number you dialed is busy.</p> <p>The fax number dialed was incorrect.</p> <p>The other party's fax is not working.</p> <p>The other party is not using a G3 machine.</p> <p>The touch tone/rotary pulse setting on your MultiPASS is incorrect.</p> <p>The receiving fax did not answer within 35 seconds.</p>	<p>Try sending the document at a later time.</p> <p>Check the fax number and dial again.</p> <p>Contact the other party and have them check their fax.</p> <p>Contact the other party and have them send or receive the document using a G3 machine.</p> <p>Set your MultiPASS to the setting that matches your telephone line (see page 8-4).</p> <p>Contact the other party and have them check their fax. You can try to send the document manually. For an overseas call, add pauses to the registered number.</p>
CARTRIDGE JAMMED		Cartridge holder cannot move. This is normally due to a paper jam.	Clear the paper jam or whatever is obstructing the cartridge holder and then press STOP . Do not attempt to move the cartridge holder manually.

Message	Error Code	Cause	Action
CHANGE CARTRIDGE	#052	The BJ cartridge is empty or its ink has dried out.	Replace the BJ cartridge. The unit will then print any documents received in memory.
CHECK DOCUMENT	#001	The document is jammed in the ADF.	Remove the document you are trying to send or copy and start again.
CHECK PAPER SIZE		The size of the paper in the sheet feeder and that specified in the MultiPASS setup are different.	Set the correct paper size in the Receive Fax dialog box of the Setup Options in the MultiPASS Desktop Manager (see page 8-7).
		The sheet feeder is empty or paper is jammed.	Add paper to the sheet feeder or check for a jam. Then try to print again.
		There is a sheet of paper in the manual feed slot.	Make sure there is no paper in the manual feed slot when you are receiving a fax.
CHECK PRINTER	—	There may be an obstruction that is not allowing the cartridge mechanism to move right or left.	Check for a paper clip, paper jam, or the plastic orange cap off the BJ cartridge. Press STOP and try your operation again.
		The BJ cartridge may be defective.	Press STOP . Reinstall the cartridge and try your operation again. In either case, if the error does not clear, try unplugging the unit. Wait several minutes, then plug it back in. Also, try installing a new BJ cartridge.
CLEAR PAPER JAM	—	There is a paper jam or the sheet feeder is empty.	Remove any paper from the sheet feeder. Clear the paper jam (see page 10-5). Then reload paper in the sheet feeder. Press RESUME or STOP .
COMMUNICATING PLEASE WAIT	—	You tried to send a fax using Manual mode when the MultiPASS was already sending a fax from memory.	Wait until the fax is sent, or use memory sending.

Message	Error Code	Cause	Action
DIALING	—	The MultiPASS is dialing the receiving fax machine.	Press STOP if you want to cancel the transmission.
DOC TOO LONG	#003	It took more than 32 minutes to send or copy a document. It took more than 32 minutes to receive a document. The document is longer than 39.4 inches (1 m).	Divide the document and send or copy each part separately. Contact the other party. Have them divide the document and send each part separately. Use a copy machine to make a reduced copy of the document and send the copy.
DOCUMENT READY	—	The document in the ADF is ready for faxing, scanning, or copying.	Send the fax, scan the document, or make the copy.
ECM RX	—	The MultiPASS is receiving a fax using ECM.	ECM transmissions may take longer than normal transmissions. Turn off ECM if you need to receive quickly, or if you know your local lines are in good condition.
ECM TX	—	The MultiPASS is sending a fax using ECM.	ECM transmissions may take longer than normal transmissions. Turn off ECM if you need to transmit quickly, or if you know your local lines are in good condition.
HANG UP PHONE	—	The telephone is off hook.	Place the telephone properly into its cradle.
INSTALL BC-20/21	—	The BC-22e or BC-29F BJ Cartridge is installed, so the MultiPASS cannot print any received faxes, or make copies.	Remove the BC-22e or BC-29F BJ Cartridge and install the BC-21e or BC-20 BJ Cartridge.
INSTALL BC-21	—	The BC-20, BC-22e, or BC-29F BJ Cartridge is installed.	Remove the BC-20, BC-22e, or BC-29F BJ Cartridge and install the BC-21e BJ Cartridge.
LOAD PAPER	—	The MultiPASS is out of paper (the sheet feeder is empty).	Load paper in the sheet feeder. Make sure the stack does not exceed the limit mark. Then press START/COPY .

Message	Error Code	Cause	Action
MEMORY FULL	#037	The memory of the MultiPASS is full because it has received too many documents, or a very long or detailed document. Memory is full because you tried to send too many pages at once, or a very long or detailed document.	Print out any documents that are stored in memory. Then start the operation again. Divide the document and send each part separately.
MEMORY FULL PLEASE WAIT	—	The MultiPASS is sending a fax and its memory is full.	If sending a fax, the MultiPASS continues to send the fax as memory becomes available.
MEMORY USED <i>nn%</i>	—	Shows the percentage of memory currently in use.	If you need more space, print or send any documents in memory.
NO ANSWER	#005	The receiving fax machine does not answer.	Make sure you dialed the correct number. Try again later.
NO RX PAPER	#012	The other party's fax is out of paper or its memory is full.	Contact the other party and have them install paper in their fax.
NO TEL #	#022	The one-touch or coded speed dialing number has not been registered.	Register the number (see page 3-14).
NOT AVAILABLE NOW	#025	In manual sending, you entered a speed dialing number that is assigned to a group.	Use regular dialing.
PHOTO INK USED	—	The BC-22e Photo BJ Cartridge is installed in the MultiPASS.	You must change this cartridge to copy or receive a fax.
PLEASE WAIT	—	The MultiPASS is warming up.	Wait until the date and Receive Mode appear in the LCD display, then begin.
PUT IN CARTRIDGE	—	The BJ cartridge is not properly installed.	Make sure the BJ cartridge is installed correctly and the green lock lever is down.

Message	Error Code	Cause	Action
REC. PAPER JAM	#009	The MultiPASS has no paper in its sheet feeder, or has a paper jam.	Add paper or clear the jam, then press STOP . If a document was received in memory, the unit will automatically print it from memory.
RECEIVED IN FILE	—	The computer was off and a document was received in the memory of the MultiPASS.	Turn the computer on to upload the file to the Desktop Manager or press FUNCTION then select FILE PRINT from the menu to print the document.
REC'D IN MEMORY	—	The paper or ink ran out, or a paper jam occurred, so the MultiPASS received the document in memory.	Add paper to the sheet feeder, change the BJ cartridge, or clear the paper jam. Press STOP to clear the error message. The MultiPASS automatically prints the document stored in memory.
START AGAIN	—	An error has occurred in the phone line or in the system.	Start the procedure again from the beginning.
STOP KEY PRESSED	—	You pressed the STOP button to cancel the current operation.	Resume operation.
TALK	—	The MultiPASS is set for Fax/Tel mode and you are receiving a telephone call.	Answer the call.
TX/RX CANCELLED	—	You pressed STOP to cancel the transmission.	Try sending again.
TX/RX NO. <i>nnnn</i>	—	When the MultiPASS sends or receives a fax, it assigns it a unique identification number (<i>nnnn</i>).	Write the number down if you'll need it later.

Printing Problems

Problem	Cause	Solution
The ALARM light comes on and the MultiPASS beeps while printing	The MultiPASS may have a paper jam.	<p>Clear any paper jams. See page 10-3.</p> <p>If the MultiPASS has no paper jam, unplug it, wait 5 seconds, then plug it in again. If the problem is fixed, the ALARM light will be off, the BJ cartridge will move to its home position, and the LCD display will show the date and Receive Mode (Standby Mode).</p> <p>If the ALARM light stays on, call the Customer Care Center. See page 1-4.</p>
Data from computer is not printed	<p>The power cord may not be plugged in securely.</p> <p>The interface cable may not be securely connected to the MultiPASS and the computer.</p> <p>The interface cable may not be the correct type.</p> <p>The MultiPASS may have been plugged in or the computer may have been turned on when you connected the interface cable.</p> <p>The orange tape may not be removed from the BJ cartridge.</p> <p>The BJ cartridge may not have been installed properly.</p>	<p>Check that the power cord is plugged securely into the unit and into the wall outlet. If the MultiPASS is plugged into a power strip, make sure the power strip is plugged in and turned on.</p> <p>Check the interface cable connection.</p> <p>Make sure the cable is a bi-directional parallel interface cable less than 6.6 feet in length.</p> <p>Unplug the MultiPASS and turn off the computer. Plug the unit back in and turn the computer back on again.</p> <p>Be sure to remove the tape from the BJ cartridge when you install it. See page 9-14.</p> <p>Make sure the BJ cartridge is installed correctly. See page 9-11.</p>

Problem	Cause	Solution
Data from computer is not printed (<i>continued</i>)	The print head unit may need cleaning.	Clean the print head. See page 9-8.
	The BJ cartridge may need to be replaced. (It may be out of ink.)	Replace the BJ cartridge. See page 9-11.
	The application you are printing from may not be set up properly.	Check the computer and the application to make sure they are configured correctly. Make sure your application has the MultiPASS selected as the printer.
	The MultiPASS may not be set as the default printer or the selected printer.	Make sure the MultiPASS is selected as the default or current printer. Make sure the MultiPASS Server is running.
	The printer driver may be configured with the wrong port.	Make sure the MultiPASS printer driver is configured to use the computer's parallel port. See page 2-7.
	The computer's parallel port may be disabled.	Make sure your computer's CMOS has the primary parallel port set to LPT1. (Your computer should have a Setup Program that lets you do this.) See your computer's documentation.
	Another hardware device or software application is attempting to communicate with the same parallel port to which the MultiPASS is connected.	Disconnect the peripheral device and uninstall or remove any software associated with this device and any software communicating with the parallel port.
BJ cartridge moves, ink does not appear	The BJ cartridge or a BJ tank may not be installed properly.	Make sure the BJ cartridge and its BJ tank(s) are properly installed. Make sure the orange tape is removed from the print head area (see page 9-14).
	The nozzles on the BJ cartridge may be clogged.	Perform the print head cleaning procedure (see page 9-8) and print the nozzle check (see page 9-7).
	A BJ tank may be empty (BC-21e Color BJ cartridge).	Check the BJ tanks and replace them if necessary.

Problem	Cause	Solution
The printed output is not what you expected	There may be a communication problem between the MultiPASS and your computer.	Make sure the computer and the application are configured correctly for communicating with the MultiPASS.
	The interface cable may not be securely connected to the MultiPASS and the computer.	Check the interface cable's connections.
	The interface cable may not be the correct type.	Make sure you are using a bi-directional parallel interface cable that is less than 6 feet (2 m) long.
	You may not be using the correct printer driver.	Make sure you have selected the MultiPASS printer in your application.
	Another hardware device or software application is attempting to communicate with the same parallel port to which the MultiPASS is connected.	Disconnect the peripheral device and uninstall or remove any software associated with this device and any software communicating with the parallel port.
	You may not have the best media type selected.	Try selecting Coated Paper for the Media Type rather than Plain Paper. See page 2-9.
Printout does not match paper size	Previous software settings may not be cleared.	Make sure the MultiPASS was cleared of the previous software settings before the print job started. See the application's documentation.
	Paper may not be loaded and aligned correctly in the sheet feeder.	Make sure the paper is loaded and aligned correctly. See page 2-19.
	The application's page size and margin settings may be incorrect.	Make sure the paper size and margin set in your application are correct for the paper in the sheet feeder.
The MultiPASS suspends print after every line is printed	The selected printer driver may be incorrect.	Make sure you select the MultiPASS printer in your application.
	The print head may have become too hot. If this happens, the MultiPASS may be slowing its print speed at the end of each line to protect the print head.	Stop your print operation and wait several minutes to allow the unit to cool. Then start your operation again.

Problem	Cause	Solution
Print jobs vanish or you are printing garbage	Another Windows application on your computer may be trying to communicate with the printer port the MultiPASS Server is using. This conflict can result in strange printing behavior.	Uninstall or remove the software application.
	Make sure the MultiPASS Server is loaded.	If the MultiPASS Server icon does not appear on the bottom of your screen, turn on the MultiPASS Server.
The printout curls	Your pages may include a large amount of ink.	Remove each sheet as it is printed. Allow it to dry, then roll it in the opposite direction of the curl.
Your computer indicates a device time-out	A device time-out occurs when the computer sends data to the MultiPASS, but the MultiPASS does not respond. The MultiPASS may be unplugged, not connected to the computer, or have a paper jam.	Make sure the MultiPASS is plugged in, and that its interface cable is securely attached to the unit and to the computer. Clear any paper jams, and make sure paper is loaded properly in the sheet feeder.

Print Quality Problems

Problem	Cause	Solution
Print quality is not what you expect; print is not clear; splashed or missing dots, white streaks	The paper you are using may not be supported by the unit.	Make sure you are using the recommended paper (see page A-2).
	You may be printing on the wrong side of the paper.	Some paper has a right side for printing. If the print quality is not as clear as you would like it to be, try turning the paper over and printing on the other side.
	The print head nozzles may be clogged.	Clean the print head (see page 9-8); repeat cleaning if necessary. If print quality is not recovered after executing the cleaning five times, replace the BJ cartridge.

Problem	Cause	Solution
Print quality is not what you expect (<i>continued</i>)	BJ cartridge may be installed incorrectly.	Make sure the BJ cartridge and/or BJ tanks are installed correctly.
	A BJ tank in the BC-21e Color BJ Cartridge may be empty.	Replace BJ tanks as necessary. See page 9-16.
	The print head may be worn out.	The BJ cartridge may need to be replaced. Replace it with a new one (see page 9-11).
Output appears jagged	The resolution selected via printer driver may be Draft (180 dpi).	Check your printer driver to see what Print Quality you have selected. Printing in Draft mode will give the output a jagged look. Changing the Print Quality to Standard should correct this problem.
Fonts do not print as smoothly rounded characters	Bitmapped fonts designed for dot matrix printers do not print smoothly rounded characters when used with high resolution printers like the MultiPASS.	Make sure you installed an outline font manager, such as Adobe® Type Manager or Bitstream® Facelift, or that you are choosing a TrueType® font.
	Certain MS fonts, such as MS Serif, will print jagged.	Choose another font.
Output is faint	You may be using Draft print quality or Fine mode.	Try using Standard print quality.
Printing takes too much time	You may be using Fine mode.	Turn off Fine mode.
Blurred or smudged ink	The print medium you are using may not be supported by the MultiPASS.	Try a different paper type; however, use only print media specified in Appendix A, <i>Specifications</i> .
	You may be printing on the wrong side of the sheet.	Paper has a right side for printing. If the print quality is not as clear as you would like, try turning the paper over and printing on the other side.

Color Printing Problems

Problem	Cause	Solution
Printer prints only in black (you are printing from an application that supports color printing but your output is black ink only)	The MultiPASS printer driver may not be selected.	Make sure the MultiPASS is the default printer in your application.
	The printer driver may not be selecting color.	Check that you selected Color in the Color Model dialog box of the Graphics tab of the printer driver.
	The color BJ cartridge may not be installed or may not be working properly.	Print the Nozzle Check pattern to make sure the BC-21e Color BJ Cartridge is installed and firing correctly. If a BJ tank is empty, replace it.
	The print head unit may need cleaning. The application you are using may not support color printing.	Clean the print head (see page 9-8). Make sure your application supports color printing.
Colors are broken or uneven	The print mode may be wrong.	If you are printing high density graphics on plain paper, set the Media Type to Coated Paper on the Paper tab of the printer driver.
	If you are printing a thin line with a nonprimary color, your software may be telling the unit to place a color every other dot, with white in between.	Choose cyan, yellow, magenta, or black instead.
Colors print incorrectly	The MultiPASS printer driver may not be selected.	Make sure the MultiPASS is the default printer in your application.
	The driver may not be selecting color.	Check that you selected Color in the Color Model dialog box in the Graphics tab of the printer driver.
	The driver may not be selecting the right media.	Make sure the correct paper type is set in the driver.
Colors are missing	The print head may need to be cleaned.	Clean the print head (see page 9-8).

Problem	Cause	Solution
Colors in a line are uneven or different from previous lines	The print settings may not be the best for the images you are printing.	If you are printing high density color graphics on plain paper, change the Media Type setting from Plain Paper to Coated Paper. Be sure to experiment with different settings and different types of paper.
Hue changes	The print nozzles may be clogged with dust. A BJ tank may be empty.	Clean the print head. See page 9-8. Replace empty BJ tanks as needed. See page 9-16.
Blue looks like purple	Blue prints out as purple because of the difference in color technology used by the screen and printer; the screen uses RGB (Red, Green, Blue) color and the MultiPASS uses CMYK (Cyan, Magenta, Yellow, Black) color. Due to the technology differences, when cyan and magenta are mixed together, blue prints dark blue or purple compared to the screen.	Within the MultiPASS printer driver, selecting Match (screen match) in the Color Adjustment dialog box of the Custom Setting window will result in a lighter blue. If you are not using screen matching, decreasing the amount of magenta by 30% produces a royal blue. If you are just looking for a nice blue color, try cyan. It prints beautifully and fast and is available in almost all applications that support color.
Color images are missing some detail	Check to see if your MultiPASS printer driver is set to Plain Paper, Color Mode, and Halftoning=Pattern.	If so, change the Media Type setting from Plain Paper to Coated Paper.

Paper Feeding Problems

Problem	Cause	Solution
Paper does not load	The sheet feeder may contain too many sheets.	Make sure the stack of paper in the sheet feeder does not exceed the limit mark.
	Paper may not be inserted correctly.	Make sure the stack of paper is inserted into the sheet feeder, and the paper guide is adjusted correctly.

Problem	Cause	Solution
Paper is loaded skewed (printing is skewed)	Paper may not be stacked correctly in the sheet feeder.	<p>Make sure the stack of paper is straight in the sheet feeder.</p> <p>Make sure the right side of the stack of paper is aligned against the right side of the sheet feeder and the paper guide is aligned against the left side.</p> <p>Make sure the paper exit path is clear.</p>
Multiple sheets load into unit at the same time	<p>Paper may not be stacked correctly.</p> <p>Sheets of paper may be sticking together.</p> <p>Too much paper may be stacked in the sheet feeder.</p> <p>Different types of paper may be stacked in the sheet feeder.</p>	<p>Make sure paper is installed correctly in the sheet feeder.</p> <p>Be sure to fan the stack of paper before placing it in the sheet feeder.</p> <p>Make sure the paper rest is extended and the paper is stacked correctly in the sheet feeder.</p> <p>Make sure the stack of paper does not exceed the limit mark. If necessary, remove a few sheets from the sheet feeder.</p> <p>Do not stack more than approximately 100 sheets of plain paper in the sheet feeder.</p> <p>Do not force the stack into the sheet feeder.</p> <p>Load just one type of paper.</p> <p>Make sure you are loading paper that matches the specifications of this unit. See Appendix A, <i>Specifications</i>, for details.</p>
Transparencies or back print film do not feed correctly	The film may not be loaded correctly.	Make sure you load no more than 50 sheets of transparencies or 10 sheets of back print film in the sheet feeder.

Problem	Cause	Solution
Repeated paper jams occur	The paper you are using may be causing the jams.	Fan the paper before stacking it in the sheet feeder. This keeps the sheets of paper from sticking together. Check that the paper you are using and your printing environment are within the specifications of the unit. See Appendix A, <i>Specifications</i> , for details.
Envelopes do not load	Envelopes may not be loaded correctly. You may need to choose the envelope setting in your printer driver. Envelopes may not match specifications for this unit.	Make sure the envelopes are loaded properly. (See page 2-25.) Make sure there are no more than 10 envelopes in the sheet feeder. Make sure you select the correct envelope size in the Paper Setting dialog box in your printer driver. Envelopes must be U.S. Commercial number 10 (9.5 × 4.1 inches) or European DL envelopes (220 × 110 mm).

Faxing Problems

Problem	Cause	Solution
Cannot send a document	The MultiPASS may have overheated. The MultiPASS may not be set for the type of telephone line in use (pulse/tone). The document may not have been fed correctly into the MultiPASS.	Unplug the unit and let it cool for several minutes. Try sending again. If you have a pulse line, be sure the MultiPASS is set for pulse dialing. Remove the document, stack it, and feed it into the unit correctly (see page 1-13). Make sure the operator panel is closed.

Problem	Cause	Solution
Cannot send a document (<i>continued</i>)	The one-touch or coded speed dialing number you used may not be registered for the feature you want to use.	Check the one-touch or coded speed dialing button and be sure it is registered correctly.
	The other party's fax may be out of paper.	Call the other party and ask them to make sure paper is installed.
	There may be other documents being sent from memory.	Allow time for the current document to finish sending.
	The telephone line may not be working properly.	Make sure there is a dial tone when you lift the telephone. If not, contact the local telephone company.
	The receiving fax machine may not be a G3 fax machine.	Make sure the receiving fax machine is compatible with the MultiPASS (which is a G3 fax machine).
Images on faxes received from the MultiPASS are spotted or dirty	The receiving fax machine may not be working properly.	Check the MultiPASS by making a copy. If the copy is clear, the problem may be in the receiving fax machine.
	The document may not be properly inserted in the ADF.	Remove the document and feed it correctly into the ADF. See page 1-13.
Cannot send or receive using Error Correction Mode (ECM)	The other party's fax may not support ECM.	Some fax units do not support ECM transmission. If the other party's fax does not support ECM transmission, then the document is sent in the normal mode without error checking.
Errors occur frequently while sending or receiving	The phone line may be in poor condition, or you may have a poor connection.	Lower the transmission speed. See the Advanced: Send Fax dialog box (page 8-5) and the Advanced: Receive Fax dialog box (page 8-9).
	The sending fax machine may not be functioning properly.	The sending fax machine usually determines the fax's quality. Call the sender and have them make sure the top cover and scanning glass on their fax machine are clean.

Problem	Cause	Solution
Cannot receive a fax automatically	The MultiPASS may not be set to receive automatically.	To receive faxes automatically, the Receive mode must be Fax Only or Fax/Tel mode.
	The MultiPASS may have a document stored in memory.	Print out any document stored in memory. (See page 5-5.)
	The MultiPass Desktop Manager may have received the fax.	Check the In Box in the Desktop Manager.
	An error may have occurred during reception.	Check the LCD for an error message. See page 10-6.
	The sheet feeder may be empty.	Make sure paper is loaded in the sheet feeder.
	The telephone line may not be connected properly.	Make sure all phone line connections are secure.
	The MultiPASS is printing a document.	The incoming fax is stored in memory and will print when the print job is complete.
The MultiPASS does not switch automatically between telephone and fax transmissions	The MultiPASS may not be in Fax/Tel mode.	For the MultiPASS to switch automatically between telephone and fax reception, the Receive mode must be set to Fax/Tel mode.
	There may be a document in memory.	Make sure you have printed out any documents in memory.
	An error may have occurred during reception.	Check the LCD for an error message. See page 10-6.
	The sheet feeder may be empty.	Make sure paper is loaded in the sheet feeder.
	The sending fax may not send the CNG signal that tells the MultiPASS that the incoming signal is a fax.	Some fax units cannot send the CNG signal that tells your MultiPASS the incoming signal is from a fax. In such cases, you will have to receive the document manually.
Cannot receive a document manually	You may have pressed START/COPY after hanging up the telephone.	Always press START/COPY before hanging up the telephone. Do not press START/COPY after you hang up the telephone; this will disconnect the call.

Problem	Cause	Solution
Print quality is poor	You may not be using the correct type of paper.	Be sure you are using paper that meets the paper requirements for the MultiPASS (see page A-1).
	The print head may need to be cleaned.	Clean the print head (see page 9-8).
	The sending party may be having a problem.	Make a copy on your MultiPASS. If the image is OK, then your MultiPASS is operating properly. Contact the other party and have them check their machine.
	Error correction (ECM) may be disabled.	Make sure Error correction (ECM) is set to on in the Advanced: Receive fax dialog box of the Desktop Manager.
Faxes do not print	The BJ cartridge may not be installed correctly.	Be sure to remove the orange tape from the BJ cartridge before you install it in the MultiPASS (see page 9-14). Make sure the BJ cartridge is installed correctly (see page 9-11).
	The print head may need cleaning.	Clean the print head several times (see page 9-8).
	The BJ cartridge may need to be replaced.	Try another BJ cartridge.
	The MultiPASS may have a BC-22e Photo or BC-29F Neon BJ Cartridge installed.	Faxes will not print when these cartridges are installed. Replace the cartridge with a BC-21e Color or BC-20 Black BJ Cartridge.
Fax images print blotched or uneven	The telephone lines may be in poor condition, or you may have a bad connection.	ECM sending/receiving should eliminate such problems. However, if the telephone lines are in poor condition, you may have to try again.
	The other party's fax may have a problem.	Remember, the sending fax usually determines document quality. Be sure the other party's top cover and scanning glass are clean.

Telephone Problems

Problem	Cause	Solution
You cannot dial	The telephone line may not be connected properly.	Be sure the telephone line is correctly connected to the MultiPASS (see your <i>Setup Guide</i>).
	The unit may not be getting power.	Make sure the power cord is connected to the MultiPASS and to an AC outlet; make sure the AC outlet has power.
	The MultiPASS may not be set for the type of telephone line in use (pulse/tone).	If you have a pulse line, be sure the MultiPASS is set for pulse dialing (see page 8-4).
The phone disconnects while you are talking on the line	The MultiPASS may not be plugged in properly.	Make sure the MultiPASS is plugged in correctly.
	If the MultiPASS is in Answer Machine Mode and Silent Receive is enabled, the unit will switch to fax receive mode when it detects a period of silence.	Disable the Silent Receive option on the Receive Fax tab of the Desktop Manager.

Copying Problems

Problem	Cause	Solution
The MultiPASS will not make a copy	The MultiPASS may have a BC-21e Color BJ Cartridge installed, and its black BJ tank may be empty.	Replace the empty BJ tank. See page 9-16.
	The MultiPASS may have a BC-22e Photo BJ Cartridge or BC-29F Neon BJ Cartridge installed.	The MultiPASS will not make copies when the BC-22e Photo BJ Cartridge or the BC-29F Neon BJ Cartridge is installed. Replace the cartridge with a BC-21e Color BJ Cartridge or BC-20 Black BJ Cartridge.
	The telephone may be off hook.	Make sure the telephone is in its cradle.

Problem	Cause	Solution
The MultiPASS will not make a copy (<i>continued</i>)	The document may not be loaded correctly.	Make sure a document is set in the ADF and the LCD displays DOCUMENT READY. Make sure the operator panel is closed.
	The BJ cartridge is not installed.	Make sure the BJ cartridge is installed correctly.
	The MultiPASS may not be operating properly.	Try to print a document from your computer.
MEMORY FULL appears in the LCD when you are making multiple copies	The MultiPASS's memory is full.	Print out any faxes stored in memory. Then print one copy at a time.

General Problems

Problem	Cause	Solution
The MultiPASS has no power	The power cord may not be securely plugged into the unit.	Make sure the power cord is plugged securely into the unit and into a wall outlet. If the power cord is connected to a power strip, make sure the strip is connected to an outlet and turned on.
	The power cord may not be supplying power.	Check the power cord by substituting another, or by using a voltmeter to test it for continuity.
The MultiPASS will not print reports	The MultiPASS may have a BC-21e Color BJ Cartridge installed, and its black BJ tank may be empty.	Replace the empty BJ tank. See page 9-16.
	The BC-22e Photo BJ Cartridge may be installed.	Remove the BC-22e and install the BC-21e Color or BC-20 Black BJ Cartridge.
Nothing appears in the LCD display	The MultiPASS may not be receiving power.	Check the plug and be sure it is firmly plugged into the power connector and the wall outlet. If the display remains blank, unplug the MultiPASS, wait five seconds, then plug it in again.

Technical Notes

Using Other Bi-directional Devices

If you have another bi-directional device (such as a Windows Printing System printer or a later-model laser printer) installed on your computer and you are attempting to use the same port on which you have the MultiPASS connected, you may experience undesirable results when printing a document.

Be sure the MultiPASS is the only device configured to a particular port. The MultiPASS operates properly only with a dedicated parallel port.

MultiPASS Hardware Cannot Initialize

If you see the following screen during the installation process, try to solve the problem by following the procedures below.



1. Confirm that the MultiPASS unit is plugged into a power source and that the date and Receive Mode are displayed in the LCD before turning on the PC or starting Windows. It is recommended that the MultiPASS be connected directly to an AC outlet and not a power strip to which your computer is connected.
2. Check both ends of the printer cable—at the computer and at the MultiPASS—to confirm that the cable is securely fastened.
3. Confirm that the MultiPASS is configured for the correct parallel port in the Details tab of the Printer Properties. In addition, confirm that there are no port conflicts in the Device Manager tab of the System Properties.

4. Remove any pass-through devices, switch boxes, zip drives, tape backups, docking stations, scanners, and any software associated with these products. The software drivers for these products are customarily executed from the Load and Run lines of the computer's Win.ini or the StartUp Group. Please refer to the product's manufacturer for information on how to properly remove the hardware and software.
5. If the above procedures do not resolve the problem, please call the Canon Computer Systems Customer Care Center. See page 1-4 for details.



Note

If the error message clears, be sure to start up your system and check the MultiPASS. The problem may be cleared.

Memory Clear Report

The Memory Clear Report summarizes the documents that were cleared from memory when a power failure occurred. This report is generated automatically.

- If you experience a power failure, any documents stored in memory will be lost.
- When you turn on the MultiPASS after power is restored, the MultiPASS automatically prints out a list of documents that were stored in the memory at the time of the power failure.

<pre> ***** *** MEMORY CLEAR REPORT *** ***** </pre>					
MEMORY FILES DELETED					
TX/RX NO	MODE	CONNECTION TEL/ID	PGS.	SET TIME	ST. TIME
0079	TRANSMIT	3122685700	1	08/03 12:54	
0080	RECEIVE	337582111	2	08/04 12:59	

Printing Specifications

Printing Method

Bubble Jet ink on-demand

Paper Handling

Automatic feed

Manual feed

Sheet Feeder Capacity – Auto Feed Only

Maximum thickness of stacked paper: 0.4 inches (10 mm)

Plain paper

(20 lb or 75 g/m²)

Approx. 100 sheets (0.4" stack)

Glossy photo paper

1 sheet

Banner paper

1 sheet (2 to 6 long)

Brilliant white paper

Approx. 100 sheets (0.4" stack)

High resolution paper

Approx. 80 sheets (0.4" stack)

T-shirt transfers

1 sheet

Bubble Jet paper

Approx. 100 sheets (0.4" stack)

Fabric sheets

1 sheet

Transparencies

50 sheets

Back print film

10 sheets

Envelopes

15 envelopes (U.S. Commercial number 10 or European DL)

Paper Size

Letter

8.5 in × 11 in

Legal

8.5 in × 14 in

A4

210 mm × 297 mm

A5

148 × 210 mm

B5

182 × 257 mm

Banner

8.5 in × 11 in sheets;
maximum length 66 in (1676 mm)

U.S. Commercial

number 10 envelope

9.5 in × 4.1 in

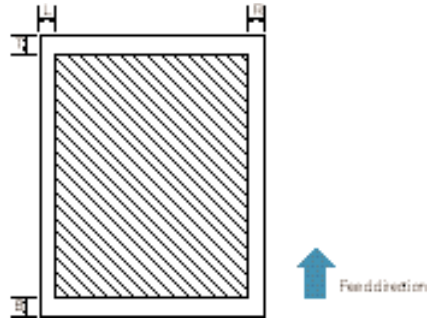
European DL envelope

220 mm × 110 mm

Media Type	Recommended
Glossy photo paper	Canon Glossy Photo Paper GP-201
Banner paper	Canon Banner Paper
Brilliant white paper	Canon Brilliant White Paper
High resolution paper	Canon High Resolution Paper HR-101
T-shirt transfers	Canon T-Shirt Transfers TR-101
Greeting cards	Canon Greeting Cards GC-101
Bubble Jet paper	Canon Bubble Jet Paper (water-resistant) LC-301
Fabric sheets	Fabric Sheet FS-101 for Canon Bubble Jet printers
Transparencies	Canon CF-102 Transparencies
Back print film	Canon Back Print Film BF-102
High gloss film	Canon High Gloss Film HG-101
Envelopes	Commercial number 10 or European DL
Paper Weight	
17 to 30 lb (64 to 105 g/m ²)	
Print Speed	
BC-21e Color BJ Cartridge	Draft mode—up to 2.5 ppm Standard mode—up to 1.4 ppm Fine mode—up to 0.23 ppm
BC-20 Black BJ Cartridge	Draft mode—up to 6.5 ppm Standard mode—up to 3.6 ppm
Print Width	
Maximum	8 inches (205 mm)
Line Feed Speed	
Approximately 150 ms/line at 2/6-inch line feeds	
Resolution	
Color	720 × 360 dpi
Black	720 × 360 dpi (with Smoothing)

Printable Area—Papers

The shaded portion in the following figure shows the printing area for paper. The table lists the minimum margins.



All Except Fabric Sheet

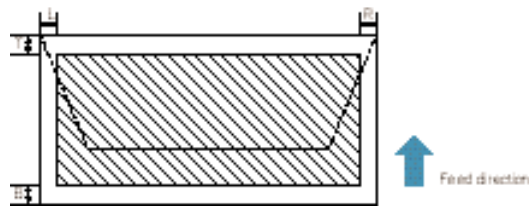
Margin	Inches	mm
L	0.25	6.4
R	0.25	6.4
T	0.12	3.0
B	0.65	16.5

Fabric Sheet

Margin	Inches	mm
L	0.25	6.4
R	1.35	34.4
T	1.62	41.1
B	1.10	27.9

Printable Area—Envelopes

The shaded portion in the following figure shows the printing area for a COM10 envelope. The table lists the minimum margins.



Margin	Inches	mm
L	0.25	6.4
R	1.25	31.7
T	0.12	3.0
B	0.65	16.5

BJ Cartridges

BC-21e Color BJ Cartridge

Print head 64 nozzles for black
24 nozzles for each color (cyan, magenta, yellow)

Print head life Approximately 2,000 color pages at 30% coverage

BJ tanks BCI-21 Color (cyan, yellow, magenta)
BCI-21 Black

Ink color Black, cyan, yellow, magenta

BJ tank yield
BCI-21 Color Approx. 100 pages at 7.5% coverage
BCI-21 Black Approx. 225 pages at 5% coverage

BC-20 Black BJ Cartridge

Print head 128 nozzles

Ink color Black

Cartridge yield Approx. 900 text pages at 5% coverage

BC-22e Photo BJ Cartridge

Print head 64 nozzles for black
24 nozzles for color

Ink color Black, cyan, magenta, yellow

Cartridge yield Approximately 50 pages at 7.5% coverage for each color

Facsimile

Applicable line
Public switched telephone network

Compatibility
G3

Data compression system
MH, MR, MMR (ECM-MMR)

Modem type
Fax modem

Modem speed
14400/9600/7200/4800/2400 bps
Automatic fallback

Transmission speed
Approx. 6 seconds/page* at 14.4 Kbps, ECM-MMR
transmitting from memory

Transmission/reception memory
672 KB DRAM, MR storage
Up to 42 pages*
Up to 20 documents*
LCD displays memory used
Uses direct transmission when memory full

Automatic Document Feeder (ADF)
30 pages, letter size (based on 20 lb paper)
10 pages, legal size

Fax resolution
Fine mode—203 pels/in \times 196 lines/in
(8 pels/mm \times 7.7 lines/mm)

Standard mode—203 pels/in \times 98 lines/in
(8 pels/mm \times 3.85 lines/mm)

Fax printing speed
Approx. 4 pages/minute*

*Based on the CCITT #1 Chart, Standard mode

Dialing

Automatic dialing

- One-touch speed dialing (6 locations)

- Coded speed dialing (50 locations)

- Group dialing (55 locations)

Manual dialing (with numeric buttons)

Automatic redialing (including error redialing)

- Redial times: 1-10

- Redial interval: 2-99 min

Manual redialing

- Pause button (variable length: 1-15 sec)

Networking

- Sequential broadcast (up to 57 locations)

- Automatic receiving

- Non-ring reception

- Deactivate ECM

- DRPD (Distinctive Ring Pattern Detection)

Report/reference

- Activity report (up to 20 transactions)

- Non-delivery report

- TTI (Transmitter Terminal Identification)

Ink saver

- Economy mode for printing received faxes extends cartridge life

Copier

Scanning resolution

B&W Text: 203 pels/in × 196 lines/in

B&W Photo: 360 × 360 dpi with halftone

Printing resolution

360 × 360 dpi

Default size

100%

Reduction sizes

70%, 80%, 90%

Copy speed

Black and white copy

Initial copy—45 seconds

Subsequent copies—20 seconds

Multiple copies

Up to 99 copies of a document

Scanner

Scanning method

Solid-state electronic scanning by contact image sensor

Scanning image processing

UHQ™ (Ultra High Quality image enhancement)

Halftones—256 levels of gray

Photo/text auto-recognition

Automatic document feeder

Paper size—Up to 30 letter-size or A4-size sheets

10 legal size sheets

(Based on 20 lb paper)

Paper thickness

Auto feed—0.003-0.005 in (0.08-0.13 mm)

Manual feed—Up to 0.017 in (0.43 mm)

Paper Weight

Auto feed—20-24 lb (75-90 g/m²)

Manual feed—24-90.7 lb (90-340 g/m²)

Resolution

Optical 300 dpi

Enhanced 30-600 dpi (set from within application)

Effective scanning width

8.42 in (214 mm)

Compatibility

TWAIN

Scanning speed

B&W Text (40-150 dpi)—9 sec/page 5 ms/line

B&W Text (160-300 dpi)—18 sec/page 5 ms/line

B&W Text (310-600 dpi)—35 sec/page 5 ms/line

Grayscale (40-150 dpi)—13 sec/page 7 ms/line

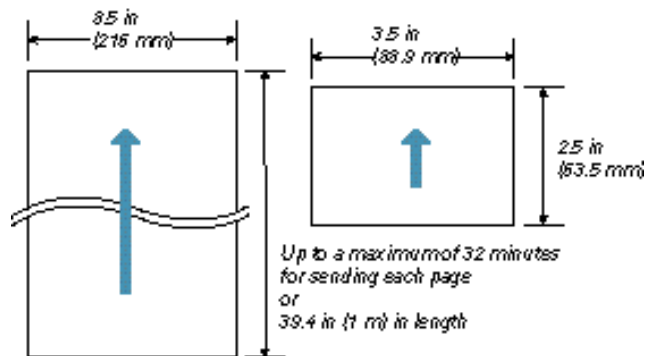
Grayscale (160-300 dpi)—25 sec/page 7 ms/line

Grayscale (310-600 dpi)—78 sec/page 11 ms/line

Document sizes

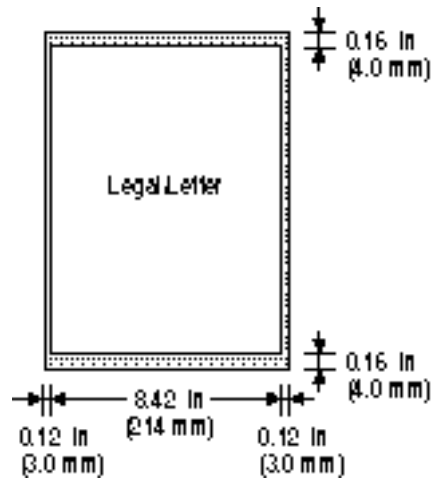
Maximum 8.5 in W × 39.3 in L (216 mm W × 1000 mm L)

Minimum 3.5 in W × 2.5 in L (88.9 mm W × 63.5 mm L)



Scanned image

The actual scanned image size for the MultiPASS C3500 is shown below. This information applies to documents that will be scanned for faxing or copying.



There is a 0.12 in (3.0 mm) margin on either side of the sheet and a 0.16 in (4.0 mm) margin on the top and bottom that are not picked up by the scanner.

MultiPASS Desktop Manager for Windows

System Requirements

- IBM® PC or compatible computer with a 486DX2 66 MHz or higher processor (Pentium® recommended)
- 16 MB of memory (32 MB recommended)
- 50 MB of free hard disk space
- Microsoft Windows 98 or Windows 95
- Bi-directional Centronics-compatible parallel cable (IEEE 1284-compliant)
- CD ROM drive (2× or better)

PC Fax

- Canon proprietary MultiPASS Desktop Manager for Windows
- Fax/Telephone address book
- Fax Viewer
- Fax Log
- Fax distribution lists
- Real-time MultiPASS C3500 hardware status available through computer

General Specifications

Power Source
120V/60Hz

Power Consumption
Approx. 48W (Maximum)
Approx. 8.4W (Standby)

Dimension (W x D x H)
15.75 in × 14.4 in × 7.75 in
(400 mm × 365 mm × 205 mm)
Main unit – no trays

Weight
12.3 lb (5.6 kg)

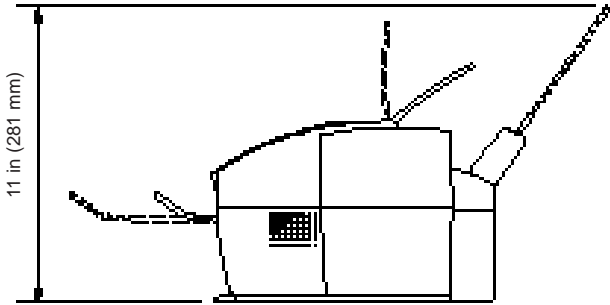
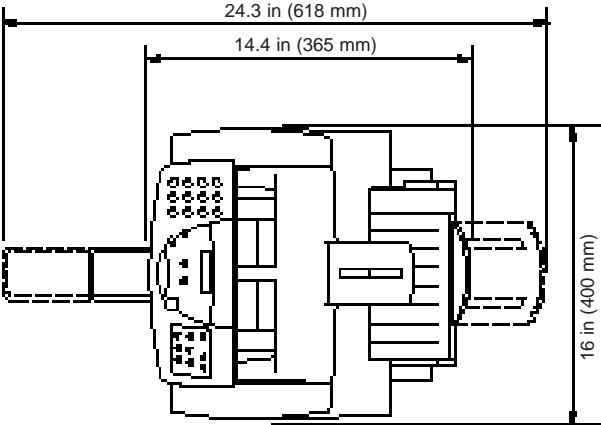
Environmental Conditions
Temperature: 50° F - 90.5° F (10° C - 32.5° C)
Humidity: 20% to 85% RH

Liquid Crystal Display (LCD)
16 × 1

Display Languages
English, French, Spanish

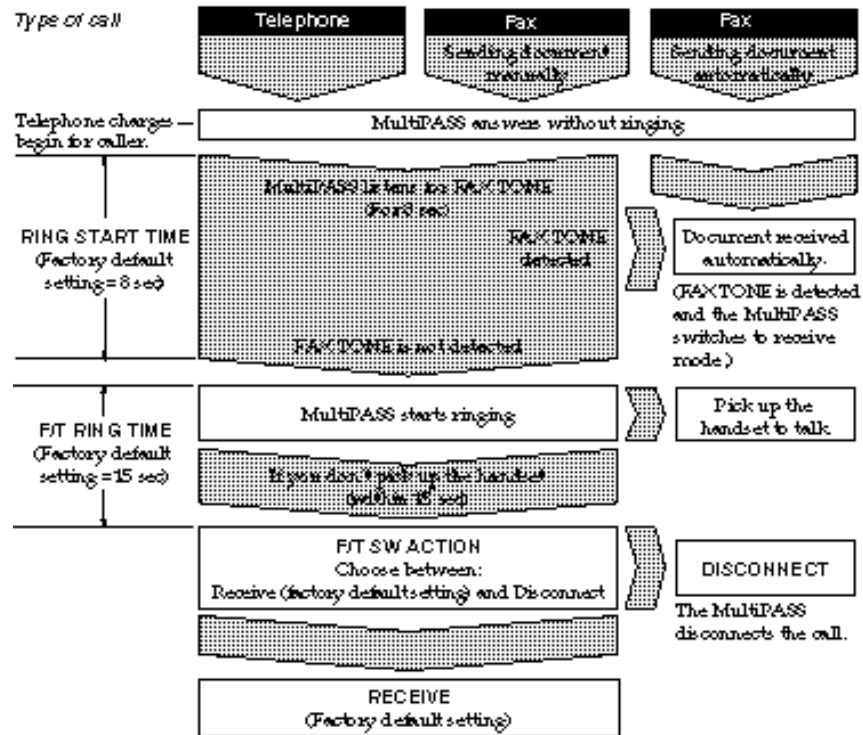
Telephone
Automatic Fax/Tel switchover
Answering machine hook-up
(CNG detecting signal, no sound)
Telephone hook-up
Remote reception by telephone
Remote receiving ID (Default): 25
Tone button
Pause button (variable length: 1-15 sec)

Space Requirements



Receiving Faxes and Phone Calls Automatically—Fax/Tel Mode

In Fax/Tel mode, the MultiPASS monitors all incoming calls to see whether the call is from another fax machine or from a telephone:



Using the MultiPASS C3500 **B** as a Stand-alone Fax



If you plan to use the MultiPASS C3500 as a stand-alone fax, and you do not install the MultiPASS Desktop Manager, you must enter your name and fax number from the operator panel. If you choose to use the MultiPASS C3500 this way, you will not be able to use its many features, such as speed dialing, PC faxing, or scanning.

Also, you will not be able to change the Transmit Confirmation Report to print after every transaction. (The default for the TX REPORT is to print only when there is an error in transmission.) Canon recommends that you install the MultiPASS software as described in the *Quick Start Guide*. See Chapter 3 for details on using the MultiPASS Desktop Manager.



Note

In the United States, you are required by FCC regulations to include your name and fax number every time you send a fax. Be sure to enter this information.

Stand-alone Fax

LCD Menu System

To enter the LCD Menu System, press the **FUNCTION** button on the operator panel. Then press **<** or **>** to move between selections and press **START/COPY** to make a selection. Press **STOP** to exit the LCD Menu System.

Option	Description/Settings
USER SETTINGS	
DATE & TIME	Set the date and time (24-hour clock) using the numeric buttons.
UNIT TELEPHONE #	Enter your fax number using the numeric buttons (up to 20 characters).
UNIT NAME	Enter the name you want to appear at the top of each fax page you send (up to 24 characters).
TEL LINE TYPE	Sets the dialing method the MultiPASS uses to match the type of phone line you have— TOUCH TONE or ROTARY/PULSE .

Option	Description/Settings
RX MODE	Sets the Receive Mode.
FILE PRINT	Prints documents stored in the MultiPASS's memory (when the MultiPASS Desktop Manager is installed).
ROLLER CLEANING	Cleans the rollers inside the MultiPASS.
HEAD CLEANING	Cleans the print head on the BJ cartridge.
NOZZLE CHECK	Prints a test pattern to check whether the BJ cartridge is functioning normally.



Note

You can change the TX REPORT settings only through the MultiPASS Desktop Manager.

Entering Information in the MultiPASS

When using the MultiPASS as a stand-alone fax machine, you must enter your user information into the unit through the operator panel.

When entering information through the operator panel of the MultiPASS, follow these guidelines.

- If you pause and do not make an entry for more than 60 seconds, the MultiPASS returns to Standby mode. You must start the procedure over from the beginning.
- If you make a mistake while entering registration information, you can correct it in one of two ways:
 - Press < or > to move the cursor under the wrong character, and then enter the correct character.
 - Press **STOP** and reenter the information.

Entering Your User Information

Follow the steps below to set the date and time for your MultiPASS and to enter your fax number and your name. The date and time appear in the LCD display as well as on the documents you send. Your fax number and name appear on each document you send.

1

Press **FUNCTION** on the one-touch speed dialing keypad.

Then press the **>** button.

2

Press **START/COPY** twice.

3

Enter today's date and the time using the numeric buttons.

Use the month-day-year format (mm/dd/yy).

Precede single digits with a zero.

FUNCTION

USER SETTINGS

DATE & TIME

06/08/98 15:36

11/15/98 00:00

- Set the time using the 24-hour clock system.

- Example:

07:30 = 7:30 A.M.

17:05 = 5:05 P.M.



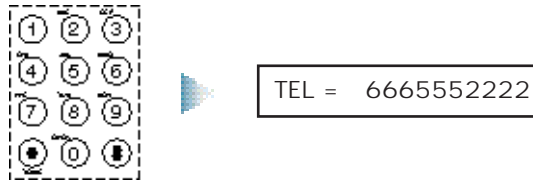
4

Press START/COPY twice when the date and time are entered.



5

Enter your fax number (up to 20 digits) using the numeric buttons.



- You can enter a space with the > button to make your number easier to read.

6

Press **START/COPY** when the fax number is entered.



- After a few seconds, the LCD display changes to:



Then press **START/COPY** again.



7

Enter your name (up to 24 characters) using the numeric buttons.

- Press the button with the letter you want to enter; for example, press 2 three times to enter a capital C.



Button	Characters
1	1
2	ABCabc2
3	DEFdef3
4	GHIghi4
5	JKLjk15
6	MNOmno6
7	PQRSpqrs7
8	TUVtuv8
9	WXYZwxyz9
0	0
#	-.*#!";:;^'_=/ '?\$@%&+()[]{}<>

- Correct errors by moving the cursor to the error using < or > (on the one-touch speed dialing keypad) and entering the correct character.

8

Press **START/COPY**
when you finish
entering your
name.



DATA ENTRY OK

9

Press **STOP**
to complete the
registration.



The MultiPASS returns to standby
mode.